



Office Etiquette Training Outline

Like any social interaction based environment there are many rules and laws that guide, shape and dictate behavior, mannerisms and habits. There are many reasons these rules and laws were in place long before we have. These can include disruptive behavior, increased discomfort for coworkers, property damage and the loss of essential assets.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

At the end of this one-day workshop, participants will be able to:

- Develop confidence.
- Communicate more effectively.
- Build rapport with colleagues.
- Improve memory.

Fear of Embarrassment

During this session, participants will learn how to overcome the fear embarrassment.

The Handshake

In this session, the participants will learn the five factors of handshake, and how handshake should be practice.

Do you Remember Names?

This session will focus on the tips on remembering names.

Making that Great First Impression

This session will focus on enhancing the first impression, approachability, and the appearance of what they say.

Telephone and E-Mail Etiquette

This session will focus on teaching the participants about the etiquettes when using telephone.

Workshop Wrap-Up

At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.