



Business Etiquette: Gaining That Extra Edge

Have you ever experienced a moment where;

- You're unsure which fork to use
- You can't determine which side plate is yours
- You find yourself at a loss for words when engaging in talk with a very important person (VIP)?

If you do, you'll understand the agonizing nature of such circumstances. What's even more concerning and potentially detrimental to your career are the mistakes that might escape your awareness entirely.

These points of interaction serve as critical opportunities to make significant impact through the practice of proper business etiquette. This session is specially designed to help participants to demonstrate the level of etiquette that our esteemed customers expect and deserve.

Course Overview

As part of the workshop, participants will have the opportunity to introduce themselves and engage in discussion about what will be covered throughout the day. Furthermore, participants will be encouraged to identify their learning objectives for the workshop.

The objective of this one-day workshop is to provide participants an effective strategy for handling challenging situations. By gaining insights into areas that might have been overlooked in the past, participants will gain a competitive advantage in your interpersonal interactions.

Specific learning objectives will include:

- Networking by making introductions shaking hands and using business cards appropriately.
- Dressing appropriately for business occasions.
- Feeling comfortable when dining in both business and formal settings.
- Enhancing confidence in business communication across situations.
- Developing that edge to establish trust and credibility.

Basic Business Etiquette

Participants in this session will explore the fundamentals of etiquette and the role manners play in our lives.

Test Your Business Etiquette

Participants were asked with generating a minimum of five examples of etiquette they encounter in either work or home. In this session, we will not only review these examples but also engage in constructive discussion and debates around them.

The Handshake

Participants will delve into the significance of handshakes in the process of building a relationship. We will also provide a demonstration and insight on the five key factors that contribute to a successful handshake.

Business Card Etiquette

The session will focus on the exchange of business cards, participants can expect to learn important lesson and practical tips on giving and receiving business cards gracefully.

The Art of Engaging in Casual Conversations

During this discussion we will examine both the dos and don'ts when it comes to effective conversation. Mastering the art of engaging in conversations is vital for any business professional. Yet it can pose considerable challenges.

Do You Have a Good Memory for Names?

Participants will delve into four essential techniques for effectively remembering names, one for each key method.

Creating a Memorable First Impression

In this session we will explore various strategies that participants can utilize to ensure they create a positive and memorable first impression.

Dressing for Success: Unlocking Your Professional Image

This session focusing on dressing appropriately when meeting individuals, participants can expect to learn valuable lessons and gain insights on various aspects of dressing for different occasions.

Business Etiquette During Meals (If Applicable)

The aims of this session will be focusing on the dos and don'ts of business lunches. If situations allow, it would be advantageous for participants on a hands-on business lunch exercise, allowing them to put this principle into practice and enhance their understanding of proper business etiquette during meals.

Email and Telephone Etiquette

Participants will be provided the knowledge and skills to cultivate a positive and professional impression when communicating over the phone and through email, while emphasizing the importance of expressing gratitude in the business world.

Conclusion of the Workshop

Towards the end of the session participants will be given a chance to seek clarification by asking questions and complete an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725