



Protocol and Etiquette Training

Welcome to Protocol and Etiquette Training

In every workplace there are protocols. Etiquette that shapes the expected behaviors of individuals. Following these protocols and adhering to the introduced etiquette is crucial for ensuring operations in the office. It is essential for everyone in the company to understand and abide by these guidelines as any failure to do so can lead to miscommunications and even job instability.

This one-day training course aims to equip your team members with knowledge and skills in following protocol and practicing etiquette. The session can be customized according to your teams needs and organizational requirements.

Course Overview;

The initial part of the session will involve participants getting acquainted with each other and discussing what will be covered during the workshop. Additionally, participants will have an opportunity to outline their learning objectives.

Throughout this workshop you will learn how to;

- Conduct yourself in business and social situations.
- Effectively interact with different types of guests.
- Assume the role of an exemplary host, at various functions.
- Coordinate events, like business luncheons and formal dinners.
- Interact with guests, clients and customers in a polite and professional manner.
- Effectively handle interactions with the media.

Definitions of Etiquette and Protocol;

During this session participants will have the chance to understand the meaning of etiquette and protocol. They will also learn about the significance of behavior in business settings.

Guest Relations;

In this session participants will gain knowledge on how to earn respect from guests. They will also learn ways to greet and introduce themselves well as how to engage in professional handshakes.

The Characteristics of an Excellent Host;

Participants will discover qualities that make a host. Additionally, they will be equipped with techniques for managing types of guests

Event Behavior;

This section focuses on teaching participants, about table manners during business lunches and dinners. They will also be educated about mistakes to avoid when attending or organizing business events.

Effective Communication Etiquette;

Participants will learn communication techniques for handling phone calls, meetings or emails in a manner.

Handling Media Interactions;

Participants will be trained on how to navigate media inquiries while maintaining confidentiality.

Workshop Wrap Up;

Towards the end of the course participants will have an opportunity to ask questions and create their action plan.

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