



Business Etiquette

Course ID

BPD105

Course Description

Description:

This ILT Series course teaches students about the fundamentals of business etiquette. Students learn how to build relationships, create a professional appearance, develop positive relationships with co-workers, and practice cubicle and office etiquette. In addition, the course teaches students the appropriate behavior and etiquette when using the Internet, in daily communications, and in meetings. Students also learn how to handle ethical dilemmas and personal issues, become a good conversationalist, and be courteous when communicating. Students also examine the appropriate etiquette for business meals and functions, as well as how to be a courteous traveler at home or abroad. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

Prerequisites

None

Audience

Business Professionals

Duration

1 day

Course Content

Office protocol

- Office etiquette
- Cubicle and office etiquette
- Office relationships

Professional conduct

- Appropriate use of the Internet
- Ethical dilemmas



- Personal issues in the workplace

Communicating in the workplace

- Introductions
- Conversations
- Etiquette in meetings

Etiquette in communication

- Telephone courtesy
- E-mail etiquette
- Writing guidelines

Business functions

- Attending business functions
- Business dining

Traveling for business

- The courteous traveler
- International travel