

**BUSINESS ETIQUETTE WORKSHOP****Course Outline**

Proper Business Etiquette is a fundamental requirement for all jobs. The ability to handle one properly today can sometimes outweigh even your technical skills. All business experts agree that good manners promote good business. This is how important business etiquette is.

A brief outline of 2 days is as below:

**Day 1****Effective Listening**

- Difference Between Hearing Vs Listening
- Active Vs Passive Listening
- Art of Asking Questions

**Conversational Communication (with emphasis on customer interface)**

- a) Good Communication Vs Effective communication
- b) 2 golden Rules Of Effective Communication
  1. When Do We Not Communicate?  
We Cannot Not Communicate
  2. Communication is not what I say, it is what the other person understands
- c) **10 Commandments of Communication** (this will be the core of the training/ each commandment will be taught through an activity/video/role play)
  - Commandment 1 - Be an Active Listener
  - Commandment 2- Follow the OBC structure
  - Commandment 3 - Understand your audience
  - Commandment 4 - Speak with Clarity
  - Commandment 5 - Get to the Point
  - Commandment 6 - Body language speaks
  - Commandment 7 - Voice modulation is a powerful tool
  - Commandment 8 - Words are powerful
  - Commandment 9 - Confidence makes the difference
  - Commandment 10 - Conviction counts

## Day 2

### a) Fundamentals of Microsoft Power Point skills

### b) Planning a powerful presentation

- Define your purpose
- Choose your style
- Structure the information flow

### c) Presentation essentials

- Opening your presentation
- The body of the presentation
- Concluding your session

### d) Powerful presentation techniques

- Natural style
- Effective voice techniques
- Making the most of body language
- Positive framing

### e) Engaging your audience

- Using humour
- Story telling
- Effective questioning

## Email Etiquette

### The Structure

- Fields required
- Subject lines
- Body – *How to stay focused on what you really want?*
  - Salutations
  - Message content – *Putting it all together!*
  - Closings – *Move to Actions!*
  - Signature file

### Power of a Dialogue- Mastering the Critical Conversations!

- When to talk and when to eMail
- How to Stay in Dialogue When You are Angry, Scared, or Hurt

### Minding the Details

- Capitalization
- Punctuation
  - Exclamation marks
  - Ellipses and dashes

- Aggressive punctuation
- Abbreviations & emoticons
- Responding to careless e-mailers

#### **Being Organised Matters**

- Getting to the point
- Order of ideas
- Development/ Bulleting

#### **Editing Your e-Mail Message**

- Sentence structure –
  - Sentence variety
  - Comma splice
  - Passive voice

##### Word choice

- Vague language
- Too few words
- Editing techniques
  - Proofreading/ Spell check/ Editing partners/ Breaks

#### **Others**

- Relationship management
- Automatic replies
- Copying/ Blind copying
- Forwarding
  - When not to forward?
  - Making messages forwardable
- Managing e-Mail dialogues
- Attachments
- Handheld devices
- e-Mail templates
- Urgent email
- Read receipts

#### **Learning Tools**

Workshop will be highly interactive; participants are called on to engage in activities and discussions throughout the training session(s). Various media will be made use of to illustrate key learning points, including video clips, role play and activities.

Most of all, the approach allows participants to have FUN and Learn at the same time. That way, they learn more, remember more and apply more!