



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Business Etiquette: Gaining That Extra Edge



Course Overview:

This course is designed to equip participants with all the information about business etiquette and protocol they need to conduct business with more confidence, know-how, grace, and efficiency. And, they will be able to put themselves and others at ease by showing more confidence and poise in business settings.

Course Objectives:

- Define the Visual Appearance
- Explain the Social Behavior
- Discuss the Professional Attitude

Course Outline:

Module One: Visual Appearance (In-class)

- The definition of conflict
- First Impression
- Dress for Success

Module Two: Social Behavior (In-class)

- Introducing oneself and others
- The Handshake
- Business Card Etiquette
- Mastering Small Talk
- Dining Etiquette

Module Three: Professional Attitude (E-Learning)

- Office Etiquette

- Meetings Etiquette
- Virtual Meetings
- Telephone Etiquette
- E-Mail Etiquette

Target Audience:

This course is designed for all Business professionals who wish to enhance their business etiquette skills.

Course Duration:

- Total Duration: 8 Hours & 20 Minutes
- In-class duration (8 Hours) & E-Learning duration (20 Minutes)

Course Delivery Method:

1 Blended Learning Method (In-Class & E-Learning)

Attendance & Participation

Requirements:

- 90% attendance of the total in class and 100% attendance of the E-Learning part
- Certificate of completion is issued on full attendance (In-Class & E-Learning) and submitting the exercises of the E-Learning part

Assessment Strategy:

- 60% participation during In-Class sessions
- 40% completion of all exercises during E-Learning
- 60 % Cut of a score of total grades which is "100"

Course Language:

Material: English

Instruction & Explanation: Bilingual (EN<> AR)

Prerequisites:

Logistics Information for E-Learning Part:

EBI will provide access to its online learning platform. It grants participants usernames, based

on their email addresses. Clients are expected to provide their participants with the required technical (software, hardware) specifications to guarantee e-learning's successful execution.

Banks/Customers should guarantee the following:

Requirement	Minimum	Recommended
Internet	1 Mbps	2 Mbps
CPU	1 GHz	Core i7 Core i5 Core i3
RAM	2 GB	4 GB
Operating System	Windows 10 Windows 8.1 Windows 8 Windows 7	Windows 10 Windows 8.1 Windows 8
VGA	Microsoft DirectX 9 graphics device with WDDM driver	
Browser	Google chrome Internet explorer Microsoft Edge Firefox	Google chrome

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One number to better serve you!

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