Professional Protocol

Interpersonal Skills

308-P26-CE

In-Class

8 hours

Course Description:

This course is tailored for employees with one to three years of experience and newcomers. Participants will identify effective meeting practices, seating tips, and telephone etiquette fundamentals. Additionally, they will choose appropriate workplace attire and apply various tips and tricks in managing formal dining situations. This will influence their professional and business conduct positively.

Target Audience:

This course is designed for employees with 1 to 3 years of experience, as well as newcomers seeking to excel in business etiquette and master professional conduct.

Course Objectives:

- Identify effective meeting and seating practices.
- Apply telephone skills to create positive impressions effectively.
- Choose appropriate workplace attire.
- Demonstrate proficiency in observing proper etiquette, protocol, and manners during formal business dining events.

Course Outline

Module 1: Business Meetings Etiquette

- Meetings and Their Importance
  - Are meetings a waste of time?
  - General business meetings etiquette guidelines
  - Arriving early and arriving late
- Seating etiquette considerations

Module 2: Telephone Etiquette

- Adequate preparations before making a call
- Telephone etiquette and protocol considerations within a business setting
- Basic telephone etiquette

Module 3: Business Attire

- The importance of proper business attire
- Proper business attire for women
- Proper business attire for men
- What is "Business Casual"?

Module 4: Business Dining Etiquette

- Business meal pre-planning arrangements
- The seating dilemma
- The ordering dilemma
- Table set-up scramble – activity
- Handling formal dining mishaps

Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None