



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Professional Conduct in the Workplace – Business Etiquette

Overview

Professional conduct is the foundation of a productive and respectful workplace. Employees who understand and practise business etiquette create a positive impression, foster stronger working relationships, and represent the organisation with integrity. This course equips participants with the skills to conduct themselves with professionalism in diverse workplace situations.

Objectives

On completion of this course, delegates will be able to:

- Understand the principles of professional behaviour in the workplace.
- Demonstrate appropriate etiquette in formal and informal workplace situations.
- Communicate effectively and respectfully with colleagues, managers, and clients.
- Apply correct business protocol in meetings, emails, and telephone interactions.
- Maintain professional appearance and behaviour that reflect the organisation's standards.
- Navigate multicultural and multi-generational workplace interactions with sensitivity.
- Apply emotional intelligence to manage workplace relationships effectively.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by a subject matter expert, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Group Exercises
- Videos & Slide Presentations
- Written Questions and Feedback

Who should attend?

This course is suitable for employees across all levels who interact internally and externally, including:

- Administrative and Office Support Staff
- Junior to Mid-Level Employees
- Supervisors and Team Leaders
- Client-Facing Staff
- Sales & Customer Service Representatives

Course Outline

This course consists of the following 5 modules

Module 1	Foundations of Professional Conduct • Understanding business etiquette and workplace professionalism • First impressions: appearance, punctuality, and behaviour • Respecting organisational culture and values • Professionalism in hybrid and remote work environments
Module 2	Communication Etiquette • Verbal and non-verbal communication in the workplace • The importance of active listening • Polite and professional language use • Email and written communication etiquette • Telephone and video conferencing etiquette • Social media behaviour and online professionalism
Module 3	Workplace Relationships & Team Etiquette • Respect and inclusivity in diverse teams • Office manners: shared spaces, meetings, and collaboration • Working effectively across departments • Building trust and credibility • Managing relationships across different generations and cultural backgrounds

Module 4	Professional Conduct in Business Interactions • Conduct during formal and informal meetings • Client-facing etiquette: hosting visitors, attending functions • Networking skills and building professional connections • Handling confidential information with discretion • Global business etiquette: understanding international protocol
Module 5	Conflict, Challenges & Professional Growth • Handling conflict in a professional manner • Dealing with criticism and feedback constructively • Maintaining professionalism under pressure • Ethical behaviour in the workplace • Developing a personal brand of professionalism and integrity

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire