



**PST TRAINING (PTY) LTD**

# PST Training (Pty) Ltd

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## Professional Conduct in the Workplace - Business Etiquette

### Overview

Business etiquette is important because it creates a professional, mutually respectful atmosphere and improves communication, which helps an office serve as a productive place. Etiquette is respect, good manners, and good behaviour. The rules of Business Etiquette play a fundamental role in keeping the wheels of a business turning smoothly, and often contribute to business success.

### Objectives

- Define ethics, values & etiquette
- Develop Confidence & Skills to interact in the business environment
- Engage with clients & colleagues ensuring positive first & last impressions
- Feel confident about your business communication in every situation
- Develop an extra edge to establish trust and credibility

### Course Prerequisite

None

### Language of Delivery

English

### Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

### Who should attend?

Office Administrators, All Office Personnel, New Appointees/Recruits.

### Course Outline

#### This course consists of the following 5 modules

<b>Module 1</b>	Know Yourself ; Positive Attitude; Personality & Self-Image; Honesty & Trustworthiness; Integrity & Respect; Reliability; Responsibility & Accountability; Commitment; Basic Good Manners; Etiquette on Meeting, Greeting & Farewells; The Importance of Names; Making Small Talk; Etiquette on Touch & Personal Space; The Role of Body Language; Confidence & Ego; Professional Presence – Dress Code & Grooming
<b>Module 2</b>	Understanding People & Personality Types; Balance between Aggression & Assertiveness; Using "I" messages; Respectful communication; Being Polite; Communicating in an Open Plan Office; Conflict Handling; Respecting Racial & Ethnic Differences in the Workplace; Physical Differences in the Workplace; Gender & Sexual Differences in the Workplace; Handling Stress in the Workplace
<b>Module 3</b>	The Importance of Customer Service; The Essence of Teamwork; Using the Internet; Using the Printer; Stationery; Confidentiality; Punctuality; Lunch Breaks; Ethical dilemmas; Personal Issues in the Workplace; Being Organised; Meeting Deadlines
<b>Module 4</b>	Effective Communication; Introductions and Conversations; Telephone Courtesy; E-mail Etiquette; Open-plan Office Etiquette; Chewing Gum; Staff functions & Alcohol; Shouting in the Office; Addressing Seniors; Entering your Bosses Office
<b>Module 5</b>	Meeting Etiquette; Boardroom Protocol; Business Functions; Etiquette on Business Travel; Final Pointers on Office Etiquette

### Additional Information

<b>Duration</b>	1 Day	
<b>Includes</b>	<ul style="list-style-type: none"> <li>• Comprehensive Manual</li> <li>• Lunch &amp; Refreshments (not applicable to on-site training)</li> <li>• Electronic Certificate (on successful completion of the course)</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Trainer Feedback Report</li> <li>• Electronic Delegate Feedback Questionnaire</li> </ul>