

## Business Etiquette and Manners



### Summary

It is no secret that today's workplace is rapidly becoming vast, as the business environment expands to include various geographic locations and span numerous cultures. What can be difficult, however, is to understand how to conduct yourself properly with individuals who come from another culture or who rely on different means to reach a common goal...

Our business etiquette and manners workshop is crafted to meet a variety of specific business needs - from shaking hands, face-to-face socializing, office protocol to international dining, and is designed to improve the professionalism of all participants who attend. You will get savvy tips for making polite conversations, minding your manners at meetings and meals, handling ethical dilemmas, and conducting international business. You will find out how to behave gracefully at a dining table, improve your communication skills, dress properly and overcome all sorts of cross-cultural challenges.

### Course Objectives

This workshop will help enhance your business manners so you can cope better with a wide range of situations, with people from all over the western world and help you get started in the following areas:

- “Typically” Western communication patterns – making polite conversation
- Etiquette – definition and values
- Minding your manners – Western dining etiquette, office etiquette, email etiquette
- Dining – invitation, place setting, ordering, menu, cutlery and tableware
- Drinking manners/after work drinks – language, expectations and making toasts
- Understanding Western humour
- Tipping
- The do’s and don’ts of Western etiquette