



KnowledgeWoods
Education . Training . Consulting



Aligned to
Global Standards



HD Quality
Audio/Video Sessions



Storyline
Driven Learning



Course end
Assessment



Email Based
Query Support



24/7 Access

Business Etiquette and Professionalism

Estimated Duration (7 Hrs.)



Microsoft Partner
Silver: Project and Portfolio Management
Silver: Learning

PRINCE2
APPROVED EXAMINATION ORGANIZATION

ITIL
TRAINING ORGANIZATION
ACCREDITED BY PEOPLECERT

PEARSON
YUE-Authorized
Test Center

Developing Your Reputation of Professionalism with Business Etiquette

Duration: 1 Hour

- Identify the key characteristics of business etiquette
- Determine whether an individual is dressed professionally in a given scenario
- Recognize examples of appropriate workspace presentation
- Recognize how to conduct yourself professionally beyond the office

Professionalism, Business Etiquette, and Personal Accountability

Duration: 1 Hour

- Recognize an appropriate accountability goal for a given set of priorities, objectives, and passions
- Recognize examples of smart goals
- Identify steps to take to develop an action plan
- Organize activities and tasks in a given scenario
- Identify methods to stay focused
- Match each example to the type of energy it will help recharge

Communicating with Professionalism and Etiquette

Duration: 1 Hour

- Identify how to communicate professionally in person
- Determine whether communication etiquette for e-mail has been observed in a business setting
- Identify general tips for writing with professionalism and etiquette
- Determine if etiquette has been observed during a professional telephone call
- Identify etiquette for communicating using online chat, voicemail, and conference calls

Using Business Etiquette to Build Professional Relationships

Duration: 1 Hour

- Recognize how to make a good first impression
- Recognize the workplace etiquette that supports relationships
- Recognize the guidelines for defusing conflicts professionally
- Build office relationships using etiquette

Disciplines of Organizational Learning: Personal Mastery

Duration: 0.1 Hour

Safe Small Talk

Duration: 0.1 Hour



Reframing Negative Situations

Duration: 0.1 Hour

Managing Goals

Duration: 0.2 Hour

Broadening Your Learning Horizons

Duration: 0.1 Hour

Targeting Personal Learning

Duration: 0.2 Hour

