

# OUTLINE

## Business Etiquette

### Lesson 1

#### *Getting Started*

- Icebreaker
- Housekeeping Items
- Workshop Objectives

### Lesson 2

#### *Recognising Etiquette*

- Etiquette Defined
- The Importance of Business Etiquette

### Lesson 3

#### *Networking for Success*

- Creating an Effective Introduction
- Making a Great First Impression
- Minimising Nervousness
- Using Business Cards Effectively
- Remembering Names

### Lesson 4

#### *The Meet and Greet*

- The Three-Step Process
- The Four Levels of Conversation

## Lesson 5

### *The Dining in Style*

- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solutions

## Lesson 6

### *Eating Out*

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

## Lesson 7

### *Business Email Etiquette*

- Addressing Your Message
- Grammar and Acronyms
- Top 5 Technology Tips

## Lesson 8

### *Telephone Etiquette*

- Creating an Appropriate Greeting
- Dealing with Voicemail
- Cell phone Dos and Don'ts

## Lesson 9

### *The Written Letter*

- Thank You Notes
- Preventing
- Addressing
- Interventions

## Lesson 10

### *Dressing for Success*

- The Meaning of Colours
- Interpreting Common Dress Codes
- Deciding What to Wear

## Lesson 11

### *International Etiquette*

- General Rules
- Important Points
- Preparation Tips

## Lesson 12

### *Wrapping Up*

- Words From the Wise  
Lessons Learned
- Completion Of Action Plans and Evaluations