

# BUSINESS ETIQUETTE

Course Code: 100966

Learn how to positively represent yourself and your organization in a business setting.

This instructor-led full day course provides guidelines for professional business etiquette, such as how to choose polite and positive responses to rude behavior, and how to establish positive connections with anyone.

Do manners matter? Absolutely! A company without common courtesies experiences more employee turnover, more Equal Employment Opportunity Commission (EEOC) expenses and more time spent on paperwork related to complaint issues. When you do not use manners or common courtesy, it shows a lack of consideration and professionalism. People then make judgments about you regardless of your abilities.

Business etiquette is defined as the conduct or procedures that are generally acceptable and polite in the workplace. It is typically a set of unspoken expectations that most people either meet—or find out about when they do not meet them.

## What You'll Learn

- Use basic courtesy and manners
- Practice common business etiquette to build and maintain relationships
- Implement practices for respecting yourself
- Be resilient in difficult situations
- Interact in a respectful manner with coworkers and subordinates
- Interact respectfully with individuals with disabilities
- Establish positive human connections
- Maintain relationships with strong communication skills
- Use technology effectively
- Incorporate the traits of successful and respected managers into daily routines
- Balance work and personal life appropriately

## Who Needs to Attend

Any business professional interested in understanding the finer points of business etiquette.

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VIRTUAL CLASSROOM LIVE

\$795 CAD

1 Day

## Virtual Classroom Live Outline

### **Module One: Manners and Courtesy Matter**

- Learning objectives
- Etiquette and professionalism go hand-in-hand
- Setting expectations

### **Module Two: Respect Yourself**

- Control what you can
- Why bother?
- Creating boundaries
- Dealing with people who stress you out
- Saying “no” diplomatically

### **Module Three: Respecting Others**

- Your esteemed colleagues
- Making a good first impression
- Keeping your cool when a customer is hot
- Interacting with people who have disabilities
- Show consideration for property

### **Module Four: Building Rapport and Making Connections**

- Human connections
- Positive language
- Listen up
- The power of what is not said

### **Module Five: Building Better Relationships**

- Actions speak loudly
- Interrupting
- Being king of the world
- Who is right and who is wrong

### **Module Six: Taming Technology**

- Netiquette

- The telephone
- Voice mail

### **Module Seven: How to Be a Respected and Respectful Manager**

- Do you have what it takes?
- Humor
- Encouraging employees
- Develop trust
- Mistakes that cannot be overcome

Sep 17 - 17, 2026 | 10:00 AM - 3:00 PM EDT

Dec 21 - 21, 2026 | 10:00 AM - 3:30 PM EST

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