



## Business Etiquette - Gaining that Extra Edge

**Description:** You need business savvy and the ability to establish yourself in a credible manner. A faux pas at the wrong time can damage your career. If you are newly appointed to a management position, or if you interact with people you don't know on a regular basis, this course can help you succeed. If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this course will allow you to take a quantum leap forward in skill, sophistication, and confidence.

**Session One:** Course Overview

**Session Two:** Business Etiquette Basics

**Session Three:** Test Your Business Etiquette

- Pre-Assignment Review

**Session Four:** The Handshake

- Mastering the Technique
- Handy Hands

**Session Five:** Business Card Etiquette

**Session Six:** The Skill of Making Small Talk

**Session Seven:** Do You Remember Names?

- Tips on Remembering Names
- Name Recognition

**Session Eight:** Making That Great First Impression

**Session Nine:** Dress for Success

- Dressing the Part
- Maintaining Your Positive Impression
- What's Your Code?

**Session Ten:** Business Dining

- Seven Hot Tips
- Demonstration

**Session Eleven:** E-Mail and Telephone Etiquette

- Group Exercise
- The Power of the Written Word
- Note Writing Practice
- Workshop Wrap-Up