



Consulting and Training | Reach New Heights

Course Name

Etiquette and Work Protocol

Sector Name

Administration and Office Efficiency

Document Type

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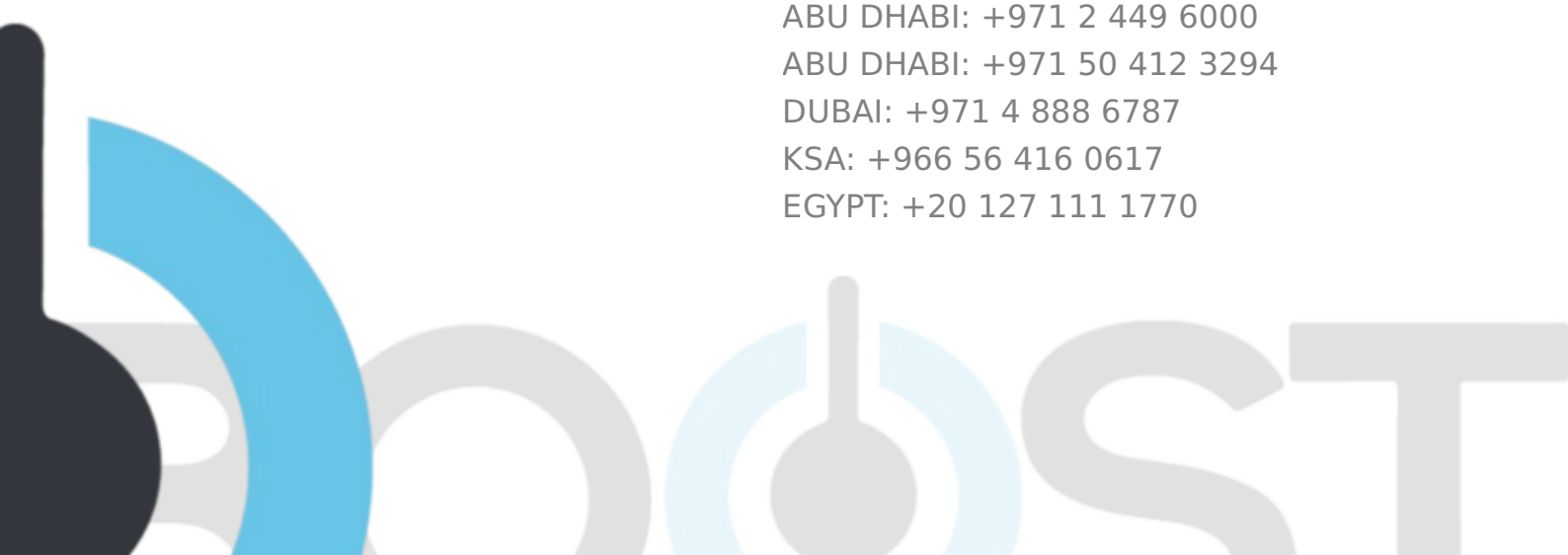
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Etiquette and Work Protocol

Course Introduction

Good business etiquette improves organizational culture and has a profound impact on the success and growth of the organization. Essentially, business etiquette enables a company to function smoothly in its interactions with other businesses, its own employees, and the general public. They help build stronger relationships and demonstrate confidence. They also promote cross-cultural awareness and respect. The success of an organization is determined by the business etiquette that employees follow.

Business etiquette and protocol

This training course is designed to provide participants with the essential concepts that will empower them with a complete understanding of business etiquette and protocol. This course will help participants be better professionals and create an impressionable experience in all your professional interactions.

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Target Audience

- ✓ Office managers.
- ✓ Executive secretaries.
- ✓ Administrators and assistants.

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Learning Objectives

- ✓ Gain a comprehensive understanding of proper etiquette in both business and social situations.
- ✓ Increased chances to represent one's organization and gain exposure and experience at influential and important forums and meetings
- ✓ Develop the required skill, confidence, and experience to communicate clearly, effectively, and smartly, thus helping create a positive impression on the opposite person
- ✓ Display extreme professionalism, leading to additional opportunities to undertake senior and important roles and responsibilities in the organization, thus fostering career growth and progression
- ✓ Have greater confidence and experience to be and conduct oneself at par with esteemed and renowned professions in any forum or meeting

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Course Outline

✓ 01 Day One

Module 1 - Advantages of Business Etiquette

- ✓ Builds stronger relationships
- ✓ Promotes a positive atmosphere and work culture
- ✓ Reflects confidence
- ✓ Prevents misunderstandings
- ✓ Enhances company profile
- ✓ Promotes cross-cultural awareness

Module 2 - Etiquette Tips to Improve Company Culture

- ✓ Solicit feedback
- ✓ Maintain visibility
- ✓ Non-verbal communication matters
- ✓ Behave impressably in meetings
- ✓ Respect everyone
- ✓ Give appreciation
- ✓ Punctuality is key
- ✓ Don't gossip
- ✓ Be professional at the dining table
- ✓ Dress appropriately

Module 3 - Seven “C’s” of Effective Business Communication

- ✓ Completeness
- ✓ Concreteness
- ✓ Courtesy
- ✓ Correctness
- ✓ Clarity
- ✓ Consideration
- ✓ Conciseness

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Course Outline

✓ 02 Day Two

Module 4 - Factors Determining Communication Methods in Business Etiquette

- ✓ Required formality
- ✓ Need for documentation
- ✓ Urgency of response
- ✓ Required level of detail
- ✓ Number of people involved
- ✓ Sensitivity of information

Module 5 - Some Business Communication Methods Requiring Business Etiquette and Protocol

- ✓ Face-to-face communication
- ✓ E-mail
- ✓ Telephone
- ✓ Video conferencing
- ✓ Instant messaging and texts
- ✓ Social media

Module 6 - Important Aspects of Business Protocol

- ✓ Greetings and introductions
- ✓ Names and titles
- ✓ Planning and organisation
- ✓ Punctuality
- ✓ Verbal and non-verbal communication
- ✓ Business meals and tipping
- ✓ Gifting
- ✓ Attire

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Course Outline

✓ 03 Day Three

Module 7 - Important Aspects of Administrative Protocol

- ✓ Designated officers for signature and approval
- ✓ Timeframes for completion and submission
- ✓ Restrictions on information access
- ✓ Requirements for storing and archiving
- ✓ Comparative quotes for goods and services

Module 8 - Challenges to Business Etiquette and Protocol Development

- ✓ Lack of management support
- ✓ Lack of employee cooperation and awareness
- ✓ Insufficient training funds
- ✓ Lack of focus on continual training
- ✓ Insufficient exposure
- ✓ Cross-cultural differences

Etiquette and Work Protocol

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 9, 2027	Aug. 11, 2027	3 days	3250.00 \$	UAE , Dubai
May 24, 2027	May 26, 2027	3 days	3950.00 \$	Austria , Vienna
Nov. 8, 2026	Nov. 10, 2026	3 days	3250.00 \$	KSA , Jeddah
Jan. 25, 2027	Jan. 27, 2027	3 days	3250.00 \$	UAE , Abu Dhabi

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