



Consulting and Training | Reach New Heights

Course Name

Business Etiquette & Professional Communication

Sector Name

Interpersonal Skills and Self Development

Document Type

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Business Etiquette & Professional Communication

Course Introduction

Professional success is shaped not only by technical expertise but also by the ability to communicate effectively, demonstrate appropriate business etiquette, and build positive professional relationships. Every interaction, whether with colleagues, clients, executives, or external stakeholders, contributes to an individual's professional reputation and reflects the image of the organization. Mastering business etiquette and professional communication enables employees to create positive first impressions, communicate with confidence, navigate workplace interactions professionally, and strengthen collaboration in today's diverse business environment.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with practical skills, behavioral competencies, and the best international practices required to demonstrate professionalism in every workplace interaction. Participants will learn how to communicate with confidence, apply business etiquette across different professional situations, strengthen workplace relationships, represent their organization effectively, and develop an executive presence that enhances personal credibility and organizational reputation.

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Business Etiquette & Professional Communication

Target Audience

- ✓ Administrative Professionals
- ✓ Office Managers
- ✓ Executive and Administrative Assistants
- ✓ Customer-Facing Employees
- ✓ Supervisors and Team Leaders
- ✓ Professionals seeking to enhance their professional image and workplace communication

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Learning Objectives

- ✓ Demonstrate professional etiquette in a wide range of business situations.
- ✓ Communicate confidently and professionally with internal and external stakeholders.
- ✓ Build positive workplace relationships through effective interpersonal communication.
- ✓ Apply professional standards in meetings, correspondence, and business interactions.
- ✓ Handle sensitive workplace situations with confidence, diplomacy, and professionalism.
- ✓ Strengthen personal credibility while representing the organization effectively.

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Business Etiquette & Professional Communication

Course Outline

✓ Day 01

Building a Professional Image

Professional Presence

- ✓ Creating a positive first impression
- ✓ Business appearance, etiquette, and workplace conduct
- ✓ Personal branding in the professional environment

Workplace Behavior

- ✓ Professional ethics and workplace respect
- ✓ Emotional intelligence in daily interactions
- ✓ Demonstrating confidence and credibility

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Course Outline

✓ Day 02

Communicating with Professional Impact

Verbal Communication Excellence

- ✓ Speaking with clarity, confidence, and professionalism
- ✓ Active listening and purposeful conversations
- ✓ Adapting communication styles to different audiences

Business Communication Channels

- ✓ Professional email and messaging etiquette
- ✓ Telephone and virtual communication standards
- ✓ Managing communication across digital platforms

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Course Outline

✓ Day 03

Professional Etiquette in Business Relationships

Workplace Interaction Etiquette

- ✓ Professional introductions and networking
- ✓ Respecting workplace diversity and cultural differences
- ✓ Building collaborative working relationships

Meeting & Event Etiquette

- ✓ Participating effectively in meetings
- ✓ Hosting visitors and business guests professionally
- ✓ Business dining and corporate event etiquette

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Course Outline

✓ Day 04

Handling Professional Situations with Confidence

Managing Challenging Workplace Conversations

- ✓ Delivering difficult messages professionally
- ✓ Managing disagreements with diplomacy
- ✓ Maintaining professionalism under pressure

Representing the Organization

- ✓ Communicating with clients and external stakeholders
- ✓ Protecting organizational reputation
- ✓ Acting as a professional ambassador for the organization

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Course Outline

✓ Day 05

Executive Presence & Long-Term Professional Success

Developing Executive Presence

- ✓ Building influence through professional behaviour
- ✓ Confidence, credibility, and professional leadership
- ✓ Continuous personal and professional development

Future Professional Communication

- ✓ Digital etiquette in hybrid workplaces
- ✓ AI-assisted communication tools and responsible use
- ✓ Creating a personal roadmap for sustained professional excellence

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 2, 2026	Nov. 6, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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