

CBP Business Etiquette

Course overview



This module seeks to introduce the concept of business etiquette and some basic consideration of its practice.

Who should attend

The course is recommended for a candidate who wishes to specialize in specific business skills segment.

Prerequisites

This course is designed for the student who has little or no experience

What you will receive

Each student will receive a copy of the course manual for post-class reference and a certificate

Certification preparation

This module prepares candidates to sit the certified business professional exam –c40-509

Follow-up courses

- Customer service
- Sales
- Leadership
- Business communication



Course Outline: CBP™ Business Etiquette and Professionalism

Module 1: Introduction to business etiquette

- ABCs of etiquette
- Developing a culture of excellence
- The principles of exceptional work behavior
- What is the role of good manners?
- Enduring words

Module 2: Greeting and introductions

- Guidelines for receptionists
- Making introductions and greeting people
- Protocol of shaking hands
- Addressing individuals

Module 3: Meeting and board room protocol

- Guidelines for planning a meeting
- What to do before the meeting and on the day of the meeting
- Guidelines for attending a meeting; chairperson, attendees and presenters

Module 4: Business ethics

- Ethics in the workplace
- The challenge of business ethics
- Creating an ethical compass
- Business ethics advantages
- Ethical issues
- Preventing sexual harassment
- Conflict resolution strategies
- Appropriate gifts

Module 5: Entertaining etiquette

- Planning a meal meeting
- Issuing invitations
- Meal basics
- Table etiquette
- Multi-cultural observations

Module 6: Telephone etiquette

- Cell phone etiquette
- Telephone etiquette guidelines
- Mastering the telephone
- Answering courteously
- Active listening
- Putting callers on hold
- Transferring calls
- Screening calls
- Taking messages
- Voicemail
- Closing the call
- Handling rude or impatient callers

Module 7: Internet and email etiquette

- Internet usage in the workplace
- Email
- Netiquette
- Online chats

Module 8: Business attire and professionalism

- Business style and professional image
- Dress codes
- Guidelines for appropriate business attire
- Grooming for success
- Multi-cultural dressing

Module 9: Disability etiquette

- Basic disability etiquette guidelines
- Courtesies for wheelchair users
- Courtesies for blind or visually impaired
- Courtesies for the deaf
- People with speech impairments

Module 10: Multi-cultural challenges

- Multi-cultural etiquette
- Examples of cultural insensitivity
- Cultural differences and their effect on business etiquette
- Cultural highlights