BUSINESS ETIQUETTE
US 114959 / NQF Level 2 / 4 Credits

The workplace is an ever-changing, dynamic, and fast-paced environment, but no matter the adaptations to how we do things, professionalism is always a requirement for any organisation.

Professionalism is not a particular style or culture of an organisation, it is about the way in which employees demonstrate responsibility, ethics, collaboration, and the organisation's brand. While employees may expect that every new recruit understands these principles, in today's diverse workforce, we often find that individual perceptions of the workplace are far and wide.

In this course, we take learners back to basics and establish the ground-level expectations all organisations have of their staff. We explore business etiquette as a practice of integrity, professionalism, and accountability. Our aim is to leave our learners with a strong identity of their purpose and commitments and to be equipped with the ability to represent a great work ethic.

WHO SHOULD ATTEND
- All staff needing to polish their business etiquette skills and improve their professional image
- New recruits and graduates destined for promotion

HOW YOU WILL BENEFIT
- Effectively represent yourself and your organisation
- Build your integrity in the eyes of others by demonstrating a strong work ethic and a confident and capable approach
- Enhance communication skills and manage yourself when collaborating with others
- Increase your motivation and work experience by embracing your responsibilities and commitments

WHAT WILL BE COVERED

- Explore the commitment and promises you made when you took the job
- Understand the concepts of professionalism, work ethic, and code of conduct
- Examine how company policies provide guidelines for and expectations of staff
- Develop integrity through demonstrating responsibility and accountability
- Practice communication techniques to build relationships, collaborate effectively and demonstrate confidence and professionalism (listening, body language, greetings, appropriate workplace behaviours)
- Understand the importance of first impressions and how your behaviour influences the perspective of others
- Appreciate the importance of delivering on promises – building integrity, respect, and consideration
- Explore how to manage difficult interactions with emotional maturity and professionalism
- Understand the importance of confidentiality and boundaries
- Assess your behaviour in an organisational context to create a self-development plan.

One-day course 08:30 -16:00
Tel: (031) 267 1229
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TABLE OF CONTENTS

Module 1: Know how to behave in a business environment	Module 2: Interpret body language in a business context
• Describe the dress code of an organisation and give an indication of what is regarded as acceptable and unacceptable dress in a particular work environment • Observe the behaviour of three peers in a business workplace and assess against the recognised parameters of appropriate behaviour in a specific professional environment • Demonstrate positive listening skills and give an indication of the potential consequences of displaying negative listening skills • Explain regulations regarding smoking in the workplace with reference to both legal requirements and established policy • Understand and explain a Company Code of Good Conduct and give an indication of the consequences of non-compliance • Explain the concept of a work ethic with reference to the responsibility and accountability of the individual	• Interpret non-verbal communication signals and give an indication of how body language can reinforce or contradict a verbal message • Explain the role of posture and eye contact in communication with examples from a business context • Demonstrate the use of a handshake as a greeting in a business setting and compare the meanings of different handshakes used in South Africa with examples of when it is appropriate to use each handshake • Explain the concept of personal space and give an indication of the consequences if one ignores commonly accepted business behaviour • Describe behaviour that could be considered as sexual harassment in the workplace and give an indication of how to deal with instances of sexual harassment
Module 3: Interact with people in a business setting	Module 4: Assess own professional behaviour in a business setting
• Explain the importance of first impressions in a business environment and give an indication of how first impressions can determine subsequent behaviour • Greet visitors in keeping with established organisational culture • Introduce people to each other in a business-like manner • Demonstrate ways of closing an interaction with a visitor or customer for three different scenarios • Explain the importance of delivering on promises or making alternative arrangements with reference to good customer service • Demonstrate ways of behaving professionally when provoked or in difficult circumstances for three different scenarios • Explain the importance of confidentiality in interpersonal relationships with reference to company policy	• Analyse personal behaviour in three different situations in a business environment • Measure personal behaviour against own performance agreement or company standards • Identify self-development needs and draw up a plan to address those needs

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