

BUSINESS ETIQUETTE

The Fundamentals of Professionalism in the Workplace

US 114959 / NQF Level 2 / 4 Credits

"The way you conduct yourself in the workplace is your silent introduction"

Professionalism is not something we are born with - it is learned, practised, and developed over time. Every organisation has a culture, a code of conduct, and a set of expectations that guide how employees interact, communicate, and present themselves. However, for those who are new to the workplace or unfamiliar with these expectations, navigating professional environments can be challenging.

This foundational course is designed to provide clear guidance on what professionalism means in practice. We explore business etiquette as a practice of integrity 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. The programme breaks down business etiquette into simple, actionable steps, helping individuals adjust to workplace culture, build confidence in professional interactions, and represent themselves and their organisation effectively.

If a more advanced etiquette course is required, we highly recommend our Communicate and Collaborate course.

WHO SHOULD ATTEND

- Employees who are new to the workplace and need guidance on professional behaviour
- Individuals who want to improve their workplace etiquette and confidence
- Anyone looking to better understand organisational expectations and professional conduct

HOW YOU WILL BENEFIT

- Understand what professionalism looks like in daily workplace interactions
- Build integrity in the eyes of others by demonstrating a strong work ethic and a confident and capable approach
- Learn how to navigate company policies, expectations, and codes of conduct
- Build strong relationships with colleagues through effective and respectful communication
- Increase motivation and work experience by embracing your responsibilities and commitments
- Represent yourself and your organisation in a polished and professional manner

One-day course 08:30 - 16:00

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WHAT WILL BE COVERED

Getting started: understanding professionalism in the workplace

- What it means to be part of an organisation and uphold its culture
- The commitments and expectations that come with employment
- Workplace ethics and the company's code of conduct
- Workplace policies on behaviour, smoking, and compliance
- Developing integrity: demonstrating accountability and responsibility
- Developing positive communication skills through listening

Interacting in a professional and respectful manner

- Understanding non-verbal communication: posture, gestures, and eye contact
- Mastering workplace greetings, introductions, and polite conversation
- Personal space and respectful interactions in the workplace
- Addressing and responding to inappropriate behaviour, including harassment
- Making a strong first impression: shape how you are perceived at work
- Explore professional behaviour with visitors and colleagues
- Keeping your promises and following through
- Understand the importance of confidentiality

Developing a mindset of accountability and growth

- Evaluating your workplace behaviour and areas for improvement
- Creating a simple action plan to strengthen your professional presence

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