

# Business Etiquette Workshop

MEDIUM : Cantonese

Duration: 1 Day

In the business world, people with good etiquette are rewarded for professional and polite skills. Good business etiquette is the recipe for advancing one's career. Etiquette is a set of unwritten rules that apply to social situations, professional workplaces and relationships.

Master good business etiquette is a valuable skill-set that will make one stand out from others, enhance chances of success and smoothen customer relationship to boost business bottom-line. This program can help participant act professionally and exercise proper manners to create a memorable impression for business success.

After attending this program, participants will be able to :

- Dress in an appropriate and respectful manner for different business occasions
- Apply business etiquette to convey subtle message and professionalism during interactions with clients
- Demonstrate effective self-introduction, introductions of others and small talk
- Successfully navigate a business lunch to build rapport with clients
- Apply the action items to enhance personal professionalism

## Methodology

*Lecture, demonstration, discussion ad reflection, role plays, checklists and case sharing*

## Target Audience

Frontline staff and client facing executives who need to meet with external parties, including customers and business partners

## Course Outline

### 1. The definition of professional behavior and standards for appearance

- Appropriate behavior in workplace
- Dress code for different business occasions
- Business body language and voice

### 2. Communication Etiquette – Saying and Doing the “Right” Things

- A dynamic self-introduction
- Introducing others
- Listening skills
- Telephone etiquette
- Email etiquette

### 3. Social skills required for business social occasions

- Networking events
- Business meetings
- Business meal meals

### 4. Dining etiquette

- From casual buffets to formal dinners
- The norms of Western and Chinese dining etiquette

### 5. Conflict resolution

- Apply etiquette in difficult situations
- Tips for trickiest business entertaining situations