

Etiquette Training for Technical Professionals

技術專業人員的禮儀培訓

MEDIUM : Cantonese / Putonghua COURSE CODE : ETPP

Technical people receive technical training, but, often, what they need most is people skills. Good business etiquette is a valuable skillset that will make one stand out from others in the technical profession and thus help enhance one's chances of success.

During this down-to-earth program, participants will learn the secrets of people communication. **This program can help participants act professionally and exercise proper manners in the workplace in relations to professionalism and business etiquette.**

After attending this program, participants will be able to :

1. Explain what office etiquette is and why it is important
2. Dress appropriately to project a positive professional image
3. Develop and maintain business relationship and demonstrate proper use of business cards and handshakes
4. Soften blunt communication
5. Apply the appropriate tone, words and body language in communication
6. Apply the action items to enhance personal professionalism

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

Target Audience Engineers, Scientists, Information Technology, Telecommunication and other technical professionals who want to improve business etiquette and office communication

Course Outline

1. Identify etiquette errors versus what should be done ("format hard disk")

- Basic appropriate business behavior
- The elements of personal branding

2. Choose the right clothes ("package the program")

- Business formal
- Business casual
- Smart casual
- Dos' and Don'ts

3. Develop a professional image and build a network ("use cookies and establish favorites")

- Handshakes
- Networking with internal and external clients and colleagues
- Business cards

4. Telephone etiquette ("avoid crossed wires")

- Telephone manners
- Nitty-gritty rules for using smartphones

5. Essentials of email etiquette ("manage mail")

- When to use email
- Proper email etiquette

6. Plan the messages ("upgrade the system")

- Know your audience
- Craft the message
- Choose the words
- Apply appropriate tone
- Manage non-verbal signals