

Etiquette Training for Technical Professionals

MEDIUM : Cantonese

Duration: 1 Day

Technical people expect technical training, but often what they need most is people skills. Master good business etiquette is a valuable skill-set that will make one stand out from others on top of their technical profession to enhance chances of success.

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

After attending this program, participants will be able to :

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

Methodology

Lecture, demonstration, discussion and 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
- Business cards
- Networking with internal and external clients and colleagues

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