

# BUSINESS, TELEPHONE AND EMAIL ETIQUETTE

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## COURSE SCHEDULES

### OFFICE AND BUSINESS ETIQUETTE

#### MODULE 1: MANNERS AND THEIR IMPORTANCE

- What is Business Etiquette?
- Does it Matter?
- The ABC's

#### MODULE 2: HOW TO MAKE AN IMPRESSION

- Do they count?
- Clothing
- Grooming
- Body Language

#### MODULE 3: THE PERSONAL TOUCH

- Hand shake
- Conversation
- Your style

#### MODULE 4: NETIQUETTE

- Cross reference above

#### MODULE 5: GLOBAL BUSINESS ETIQUETTE

- Understanding Cultures
- Global Acceptance

#### MODULE 6: SOCIAL BUSINESS ETIQUETTE

- Your role as a host or attendee
- Dealing with awkward moments / unplanned unfortunate events
- Table Manners
- Customers and Colleagues after hours

#### MODULE 7: DEALING WITH CHALLENGES

- Personal Matters
- Difficult People
- Ethical Dilemmas

#### MODULE 8: WRAPPING UP, HINTS AND TIPS

**Contact us for date availability on:**

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