

Business Etiquette

1 day

Description

This ILT Series course teaches students about the fundamentals of business etiquette. Students learn how to build relationships, create a professional appearance, develop positive relationships with co-workers, and practice cubicle and office etiquette. In addition, the course teaches students the appropriate behavior and etiquette when using the Internet, in daily communications, and in meetings. Students also learn how to handle ethical dilemmas and personal issues, become a good conversationalist, and to be courteous when communicating. Students also examine the appropriate etiquette for business meals and functions, as well as how to be a courteous traveler at home or abroad.

Prerequisites

- *None*

Course Outline

Unit 1: Office protocol

Topic A: Office etiquette

Topic B: Cubicle and office etiquette

Topic C: Office relationships

Unit 2: Professional conduct

Topic A: Appropriate use of the Internet

Topic B: Ethical dilemmas

Topic C: Personal issues in the workplace

Unit 3: Communicating in the workplace

Topic A: Introductions

Topic B: Conversations

Topic C: Etiquette in meetings

Unit 4: Etiquette in communication

Topic A: Telephone courtesy

Topic B: E-mail etiquette

Topic C: Writing guidelines

Unit 5: Business functions

Topic A: Attending business functions

Topic B: Business dining

Unit 6: Traveling for business

Topic A: The courteous traveler

Topic B: International travel