

# Certified Business Professional (CBP) Etiquette and Professionalism

3 days

## Description

The CBP™ Business Etiquette and Professionalism Certification develops the concepts of business etiquette and the proper etiquette practices for different business scenarios. You will learn the etiquette requirements for meeting, entertaining, telephone, and Internet business interaction scenarios. Additionally, the CBP™ Business Etiquette and Professionalism certification module addresses etiquette challenges when doing business in a multi-cultural environment.

Skills attained in this course are required for jobs incorporated in the Indiana Hoosier Top 50 Jobs List, such as Customer Service, Administrative, Supervision, Management and Social Workers

## Prerequisites

- None

## Course Outline

### *Module 1: Introduction to Business Etiquette*

- The ABC's of Etiquette
- Developing a Culture of Excellence
- The Principles of Exceptional Work Behavior
- The Role of Good Manners in Business

### *Module 2: Greeting and Introductions*

- Making Introductions and Greeting People
- The Protocol of Shaking Hands
- Addressing Individuals

### *Module 3: Meeting and Board Room Protocol*

- Guidelines for Planning a Meeting
- Guidelines for Attending a Meeting

### *Module 4: Business Ethics*

- Ethics in the Workplace
- Preventing Sexual Harassment
- Conflict Resolution Strategies

### *Module 5: Entertaining Etiquette*

- Planning a Meal Meeting
- Business Dining Etiquette
- Multi-cultural Highlights
- Specific Food Etiquette Guidelines

### *Module 6: Telephone Etiquette*

- Telephone Etiquette
- Voice Mail
- Handling Rude or Impatient Callers

### *Module 7: Internet and Email Etiquette*

- Internet Usage in the Workplace
- E-mail Issues
- Netiquette
- Online Chat Issues & Guidelines

### *Module 8: Business Attire and Professionalism*

- Business Style & Professional Image
- Dress Codes
- Guidelines for Appropriate Business Attire
- Grooming for Success
- Multi-cultural Dressing

### *Module 9: Disability Etiquette*

- Disability Etiquette Introduction
- Courtesies for Wheelchair Users
- Courtesies for Blind or Visually Impaired
- Courtesies for the Deaf
- People with Speech Impairments

### *Module 10: Multi-cultural Challenges*

- Multi-cultural Etiquette
- Examples of Cultural Insensitivity
- Cultural Differences & their Effects on Business Etiquette