

COURSE OUTLINE



Course Description

Having good manners and impression in work gives you an extra edge. You don't just perform and do your job well but you also know how to manage and handle yourself around others. Through this training, students will understand how to create a good and lasting impression through proper way of conducting various business activities, communication, and internal business matters. They'll learn not just to look at themselves but also how to understand their surroundings and the people around them.

Learning Outcomes

- Understand your company policy to maintain excellent work behavior
- Identify the do's and don'ts in communicating with other people
- Learn how to balance work and personal life

Teaching Methods

This course will use lecture with visual presentation, interactive discussion, and workshops/exercises.

Course Outline

Overview on Etiquette

- Definition of Etiquette
- Principles of Good Work Behavior

Office Etiquette

- Being professional
- Handling office relationships
- Working as a team
- Building relationship and trust in the workplace

Being Professional

- Loyalty and confidentiality
- Manage yourself appropriately
- Handling issues/conflict in the office

Etiquette in Communication

- The Art of Introducing yourself
- Making conversations
- Proper behavior in meetings
- Handling phone calls
- Guidelines for writing business communication
- Verbal and non-verbal communication skills