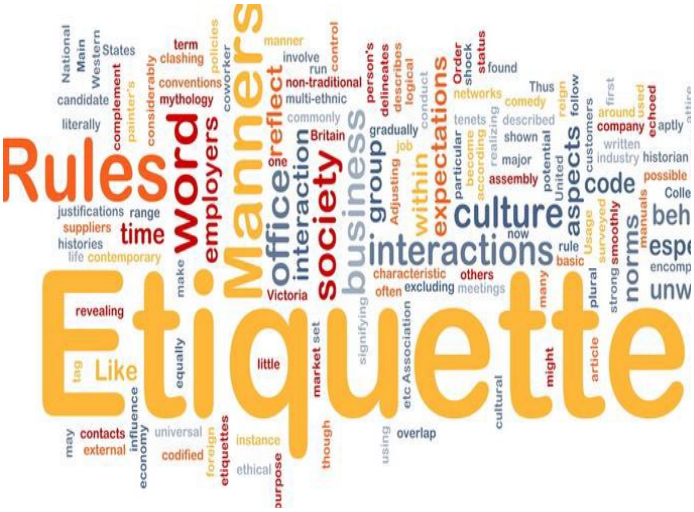
BUSINESS ETIQUETTE

Introduction

Business etiquette is the set of written and unwritten rules of conduct that make social interactions run more smoothly. It is about building relationships with other people, by acting in an appropriate, respectful and considerate way in the workplace.



Course Outcomes

Delegates will have a better understanding of:

- The importance of good office etiquette in the workplace
- Good and bad office habits
- Standard etiquette practices which can be learned and practiced on a daily basis
- Maintaining relationships with strong communication skills
- Verbal and non-verbal communication awareness
- Embracing and respecting cultural differences
- Maintaining an appropriate balance between work and personal life
- Appropriate and professional email and telephone etiquette in the workplace
- Dress code and professional image

Booking

Please contact Melody Maddocks or Janine Roper.

+27 11 274 9256/ 274 9368 / 274 9200

training@academicadvance.co.za

Target Audience

Individuals and teams who would like to learn more about professional workplace behaviour, creating a positive work environment, dressing appropriately, email and telephone etiquette, dealing with diversity, creating a positive office environment and representing the brand of the organisation in a professional manner.

Course Duration

1 day

Course Fee

R 1,250 VAT Incl.

R 750 (WHC Divisions)

Venue

1st Floor Training Room, Wits Health Consortium (Pty) Ltd

8 Blackwood Avenue, Parktown, 2193

Special requests will be considered, subject to viability.