



**Palomino Training Solutions**  
specialists in corporate training

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## **Business Etiquette Skills (1 day)**

### **Course Overview**

***Fact: Being confident in a business environment can change people's impression of you and improve overall results.***

If you have had some awkward moments where you aren't sure which fork to use or which side plate is yours, or if you've ever had to make small talk with some VIP and been lost for words, you know just how agonising such moments can be. However, what can be even more damaging to your career are those things you aren't aware of, the social gaffes you aren't even aware of making.

In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible manner. A faux pas at the wrong time can damage your career. If you are newly appointed to a management position, or if you interact with people you don't know on a regular basis, this workshop can help you succeed. If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this workshop will allow you to take a quantum leap forward in skill, sophistication, and confidence.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### **Target Audience**

This workshop is designed for all levels of staff members who need to interact with customers on a regular basis.

### **Course Outline**

Section 1: Introduction and Course Overview

Section 2: Fear of Embarrassment

Section 3: Test Your Business Etiquette (Pre-Assignment)



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**Section 4: The Handshake**

- The perfect handshake

**Section 5: Business Card Etiquette**

- Tips

**Section 6: The Skill of Making Small Talk**

- Is small talk really necessary?

**Section 7: Do You Remember Names?**

**Section 8: Making That Great First Impression**

**Section 9: Dress for Success**

- Dressing the Part
- What's Your Code?
- Adding Colour to your Wardrobe

**Section 10: Business Dining**

**Section 11: E-Mail and Telephone Etiquette**

**Section 12: In Good Company's Business Etiquette Quiz**