



Business Etiquette

Course Description

In the business world, a big part of credibility is perception. A leader's actions and behaviors reflect their credibility. Leaders don't judge their credibility, their colleagues do. People judge their leaders by what they see and what they believe to be true. If others perceive that you're slightly unprofessional, it may reflect negatively on you and your organization.

The ability to handle yourself properly and with credibility can at times outweigh even your technical skills. If you know what to do, when to do it, and how to do it with grace and style, you'll have a competitive edge in your career. Business etiquette is simply defined as the set of behaviors and manners considered appropriate in the professional world. It involves rules of conduct that allow us to communicate with people in business and interact with them in a professional, authentic and civilized manner.

Strengthen, build, and manage your credibility by ensuring your actions and behaviors truly reflect who you are. This workshop is packed with practical advice to come across with the right business savvy and professionalism in various business settings.

During this 4-hour workshop we will focus on:

- ▶ How to **handle initial contact**, business introductions and that 1st impression.
- ▶ How to maintain an impression of **confidence and credibility**.
- ▶ How to follow proper etiquette with **email, voicemail, or any written communication**.
- ▶ How to follow **meeting etiquette** that gets your ideas and messages across.
- ▶ **Fun** is always included in every LeaderPRO workshop.