



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

## Business Etiquette

**Unit Standards 335835 NQF level-4, 4-credits**

### Learning Outcomes

This course will enable you to:

- Learn to conduct yourself professionally
- Understand appropriate etiquette for open plan and cubicle environments
- Know what not to do in a meeting
- Acquire the fundamentals of email etiquette
- Understand what etiquette is and why it's important
- Learn how to introduce yourself professionally
- Understand the "3 C's" and how to use them to create a good first impression
- Learn tools to assist and minimise nervousness
- Use techniques to master name memorisation
- Know the "4 levels of conversation"

### Course Outline

#### **Networking for Success**

- Creating an Effective Introduction
- Making a Great First Impression
- Minimising Nervousness
- Using Business Cards Effectively
- Remembering Names

#### **Professional Introduction**

- The three-step process
- The four levels of conversation
- The Handshake

#### **Professional Office Conduct**

- Open Plan and Cubicle environments
- Working out of the office
- Eating at Work
- Meeting Do's and Don'ts

#### **Business Email Etiquette**

- Professionalism & emails
- Proper and improper use for forwarding and CC
- Grammar, flaming and netiquette
- Top 5 technology tips

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### **Eating Out**

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

### **Telephone Etiquette**

- Developing an Appropriate Greeting
- Dealing with Voice Mail
- Mobile Phone Do's and Don'ts

### **The Written Letter**

- Thank You Notes
- Formal Letters
- Informal Letters

### **Dressing for Success**

- The Meaning of Colours
- Interpreting Common Dress Codes
- Deciding what to Wear

### **International Etiquette**

- General Rules
- Important Points
- Preparation Tips