Administration and Office Efficiency

Etiquette and Work Protocol

Course Introduction

Good business etiquette improves organizational culture and has a profound impact on the success and growth of the organization. Essentially, business etiquette enables a company to function smoothly in its interactions with other businesses, its own employees, and the general public. They help build stronger relationships and demonstrate confidence. They also promote cross-cultural awareness and respect. The success of an organization is determined by the business etiquette that employees follow.

Business etiquette and protocol

This training course is designed to provide participants with the essential concepts that will empower them with a complete understanding of business etiquette and protocol. This course will help participants be better professionals and create an impressionable experience in all your professional interactions.

Target Audience

- Office managers.
- Executive secretaries.
- Administrators and assistants.

Learning Objectives

- Gain a comprehensive understanding of proper etiquette in both business and social situations.
- Increased chances to represent one's organization and gain exposure and experience at influential and important forums and meetings

- Develop the required skill, confidence, and experience to communicate clearly, effectively, and smartly, thus helping create a positive impression on the opposite person
- Display extreme professionalism leading to additional opportunities to undertake senior and important roles and responsibilities in the organization, thus fostering career growth and progression
- Have greater confidence and experience to be and conduct oneself at par with esteemed and renowned professions in any forum or meeting

Course Outline

- **01 Day One**

  Module 1 – Advantages of Business Etiquette

  - Builds stronger relationships
  - Promotes a positive atmosphere and work culture
  - Reflects confidence
  - Prevents misunderstandings
  - Enhances company profile
  - Promotes cross-cultural awareness

  Module 2 – Etiquette Tips to Improve Company Culture

  - Solicit feedback
  - Maintain visibility
  - Non-verbal communication matters
  - Behave impressionably in meetings
  - Respect everyone
  - Give appreciation
  - Punctuality is key
  - Don't gossip
  - Be professional at the dining table
  - Dress appropriately

  Module 3 – Seven "C's" of Effective Business Communication

  - Completeness

- ◦ Concreteness
- ◦ Courtesy
- ◦ Correctness
- ◦ Clarity
- ◦ Consideration
- ◦ Conciseness
- **02 Day Two**

  Module 4 – Factors Determining Communication Methods in Business Etiquette

  - ◦ Required formality
  - ◦ Need for documentation
  - ◦ Urgency of response
  - ◦ Required level of detail
  - ◦ Number of people involved
  - ◦ Sensitivity of information

  Module 5 – Some Business Communication Methods Requiring Business Etiquette and Protocol

  - ◦ Face-to-face communication
  - ◦ E-mail
  - ◦ Telephone
  - ◦ Video conferencing
  - ◦ Instant messaging and texts
  - ◦ Social media

  Module 6 - Important Aspects of Business Protocol

  - ◦ Greetings and introductions
  - ◦ Names and titles
  - ◦ Planning and organisation
  - ◦ Punctuality
  - ◦ Verbal and non-verbal communication
  - ◦ Business meals and tipping
  - ◦ Gifting
  - ◦ Attire
- **03 Day Three**

  Module 7 – Important Aspects of Administrative Protocol

  - ◦ Designated officers for signature and approval
  - ◦ Timeframes for completion and submission

- ◦ Restrictions on information access
- ◦ Requirements on storing and archiving
- ◦ Comparative quotes for goods and services

Module 8 – Challenges to Business Etiquette and Protocol Development

- ◦ Lack of management support
- ◦ Lack of employee cooperation and awareness
- ◦ Insufficient training funds
- ◦ Lack of focus on continual training
- ◦ Insufficient exposure
- ◦ Cross-cultural differences

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 5, 2025	May 7, 2025	3 days	3950.00 $	Austria - Vienna
July 28, 2025	July 30, 2025	3 days	3250.00 $	UAE - Dubai
Nov. 2, 2025	Nov. 4, 2025	3 days	3250.00 $	KSA - Jeddah