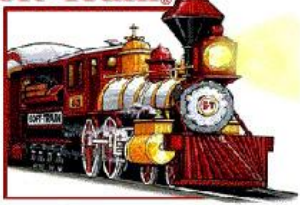


Soft-Train



*At Soft-Train
Technology Works*

Business Etiquette (2 Days)

COURSE GOAL: To enable the student to work in the new global office, understanding how to work productively and advance a career.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Work with different types of people and get the most accomplished while knowing the proper way to handle a situation.
- Understand the best way to handle conflicts, sensitive issues, and tragedy.
- Understand the consequence of their attitudes and actions at work.

KEY TOPICS:

- I. Twenty-First Century Manners: Can Courtesy Survive in the Brave New World?**
 - A. The High Cost of Incivility
 - B. Taking Personal Responsibility
 - C. What's In It for You?
 - D. The Constantly Changing Rules

- II. Credibility: Creating It and Keeping it**
 - A. Mastering the Art of Straight Talk

- III. Develop Your Gratitude Attitude: Say "Thank You" and Mean It**
 - A. When in Doubt

- IV. I See What You're Saying: Are Your Unspoken Messages Telling on You?**
 - A. What Exactly is Nonverbal Communication
 - B. The Power of Nonverbal Communication
 - C. Interpreting Nonverbal Communication
 - D. Courtesy is as Courtesy Does
 - E. Synchronize Your Body Language
 - F. Common Body Language and its Meaning

- V. What the \$%#*!& is Going on Here? Should We Put a Leash on Our Language?**
- A. Obscenity Goes Mainstream
 - B. The Professional Cost of Cursing
 - C. Is Vulgarity a First Amendment Right?
- VI. Tell Me Less: Some Things Are Better Left Unsaid**
- A. Rebuilding the Barriers at Work
 - B. Think Before You Speak or Write
 - C. Don't Expect or Demand Reciprocity
 - D. When You Are the Recipient of Unwanted Information
 - E. What You Don't Say Tells a Lot
- VII. Praiseworthy Praise: Giving Compliments that Count**
- A. The Power of Praise
 - B. Giving Praise
 - C. Accepting Praise
- VIII. Can Anybody Hear Me? Developing Your Ability to Listen**
- A. Listen for Success
- IX. Convenience or Curse? Is it Time for a Cell Phone Reality Check?**
- A. Keep the Technology in Perspective
- X. Travel Courtesy: Don't Leave Home Without It**
- A. Keeping the Skies Friendly
- XI. Fear on Both Sides of the Desk: Relieving Interview Stress**
- A. Guidelines for the Interviewee
 - B. Guidelines for the Interviewer
 - C. On Either Side of the Desk
- XII. The New Job: Getting Started on the Right Foot**
- A. Plan for Success in a New Position
- XIII. Office Space: Making Working Together More Enjoyable and Productive**
- A. Be a Considerate Colleague
 - B. A Team Approach to a Harmonious Workplace
- XIV. E-Mail: Think Before You Send**
- A. E-mail can be Tricky Business
 - B. Leverage the Advantages of E-Mail
- XV. Using the Telephone Productively: Conversations, Teleconferencing, and Voice Mail Messaging**
- A. Mail Messaging
 - B. Telephone Basics

- C. Look for Ways to Make the Medium Work for You and Others
- XVI. Are We Having a Casual Crisis? Coping with Dress Code Confusion**
- A. The Packaging Matters
- XVII. Getting Along with Your manager: Spotting and Solving Personality Problems**
- A. Before You Take the Job
 - B. Once You're on Board
- XVIII. Loving Your Enemies: Coping with the Price of Success**
- A. Managing the Price of Success
- XIX. When Your Best Friend Becomes Your Boss: Balancing the Professional and the Personal**
- A. Reinventing the Rules of Friendship
- XX. How to Leave a Job: Making a Graceful Exit**
- A. The Last Impression
- XXI. Refuse to Schmooze and You Lose: Cultivating the Social Side Of Business**
- A. Be Professional, Not Antisocial
 - B. Schmoozing: More than Just Parties
 - C. It's All About Relationships
- XXII. Let's Do Lunch: Dining Your Way to Success**
- A. When You Are the Host
 - B. If You Are the Guest
 - C. When All is Said and Done
- XXIII. Standing Out in the Crowd: Getting Notices Without Becoming Notorious**
- A. Take a Proactive Approach
 - B. Make Yourself a Star at Work
- XXIV. He Said, She Said: When the Gender Gap Seems as Large as the Grand Canyon**
- A. Men and Women Really Are Different
 - B. Bridging the Gender Divide
- XXV. Silence is Not a Virtue: Complaining Without Carping**
- A. Complain with a Purpose
 - B. Be Generous with Compliments
- XXVI. When an Apology Is in Order: Saying "I'm Sorry"**
- A. The Rewards of Apologizing
 - B. How to Make a Meaningful Apology
 - C. Accepting an Apology Gracefully
- XXVII. Tell It Like It Is: Delivering Unwelcome Information Without Doing Permanent Damage**
- A. Take Time to Plan

**XXVIII. Confronting with
Courtesy: Preserving
Relationships While
Resolving Differences**

- A. Levels and Sources of
Conflict

**XXIX. When the Worst Happens:
Dealing with Tragedy and
Death**

- A. The Do's of Dealing with
Another's Grief
- B. The Don'ts of Relating to
a Person's Greif
- C. The Most Valuable
Response

**XXX. Citizenship in the Global
Village**

- A. Avoid Cross-Cultural
Communication Pitfalls
- B. Be a Constant Learner