

Soft-Train



*At Soft-Train
Technology Works*

Business Etiquette (2 Days) ST00039

COURSE GOAL: To enable the student to work effectively in the new global office, understanding how to behave in such a way as to win people over to create unity and mutual trust.

PREREQUISITES: None

LEARNING OBJECTIVES:

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

- Get along with different types of people and accomplish organizational goals.
- Give and receive feedback in a positive manner.
- Confront others in a diplomatic way and resolve conflicts.
- Listen effectively and get to know others.
- Develop partnerships with others that lead to higher levels of productivity and success on the job.

KEY TOPICS:

I. Get Right to the Bottom Line

- A. Putting a Hard Line on Soft Skills
- B. Actions Get Outcomes
- C. How People Behave and Why They Don't Change
- D. The Benefits Approach: Helping You Own Your Results

II. Be a Partner, Not an Order Taker

- A. Ideal Partnerships
- B. Starting Off on the Right Foot
- C. Reality Check: Is Resistance Coming from the Other Person, or from You?
- D. Rewards Outweigh the Risks
- E. Impact: What Partnership Means to You

III. Reveal Your Flaws Without Fear

- A. Turn a Missed Opportunity into a Made One
- B. It Takes Strength to Admit Vulnerability
- C. A Potent Mixture
- D. Tips and Techniques for Revealing Flaws
- E. Bridging the Distance

IV. Offer Honest and Direct Feedback

- A. The Argument for Feedback
- B. Tips and Techniques for Leveling with a Person of Influence
- C. Troubleshooting: When Feedback Doesn't Go As Planned
- D. Benefits: How Feedback Impacts Relationships

V. Relish Productive Confrontations

- A. Disagree Without Being Disagreeable
- B. But What If
- C. Steps for Productive Confrontation
- D. Do You Want Witnesses?
- E. Dealing Directly With Difficult Issues

VI. Make Gratitude a Habit

- A. A Simple Thanks Will Do
- B. Dos and Don'ts
- C. The Suck-Up Obstacle
- D. Infusing Relationships with Trust, Loyalty, and Goodwill

VII. Become an Exceptional Listener

- A. Four Sins of Bad Listeners
- B. Practice Silence and Other Listening Behaviors
- C. Self-Audit: Are You Listening?
- D. The Foxhole Principle: Why You Can Depend on the Best Listeners

VIII. Get to Know the Complete Person

- A. Know More than Your Boss's Kids' Names and His Golf Handicap
- B. The Complete Person Questionnaire
- C. The Trick to Asking Boundary-Crossing Questions
- D. It's Quality, Not Quantity

IX. Tell Yourself the Truth and Get Others to Help You

- A. Types of Self-Deception
- B. Results You Don't Want
- C. How to Start Telling Yourself the Truth
- D. Leveling with Yourself

X. Give More Than People Expect

- A. Giving is an Attitude and an Action
- B. Why People Fail to Give
- C. Making Contributions that Count
- D. Contribute Words and Deeds

XI. Maximize Your Return on Relationships

- A. Remind Yourself Why You Partner
- B. A Relationship Driven World
- C. How to Keep Partnering Relationships in Good Shape
- D. Reciprocity: The Importance of Scratching Backs