

Professional Business Etiquette & Grooming

Understand the concepts of professional business etiquette and grooming and learn how to apply business etiquette rules in a wide variety of typical business situations.



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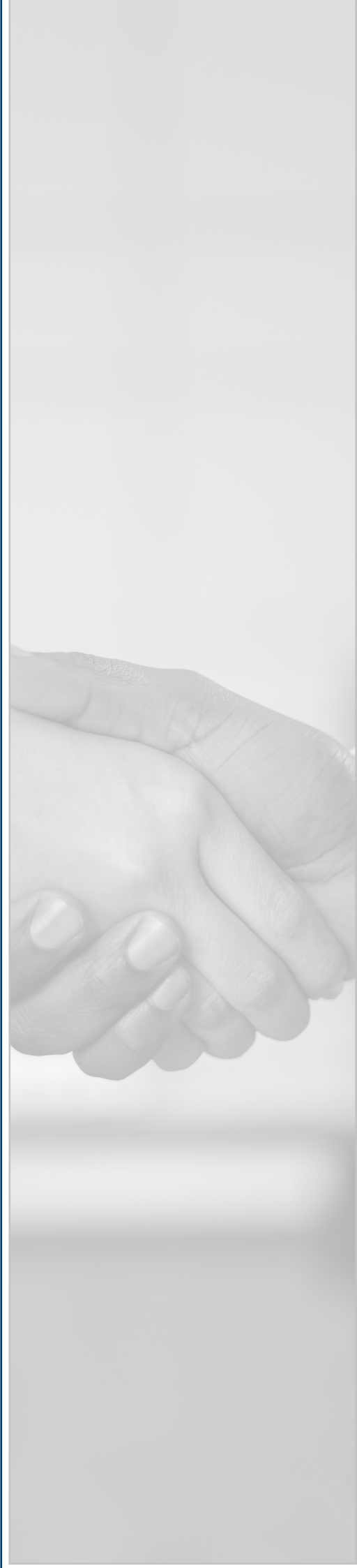
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INTRODUCTION

Pan African Learning and Growth Network (PALGNET), was established in 2015 through the amalgamation and collaboration of some of the most passionate, supportive, diverse, successful professionals and visionary corporate leaders in Malawi and beyond to offer pragmatic tailor - made training interventions, learning and growth resources and consulting services to new destinations.

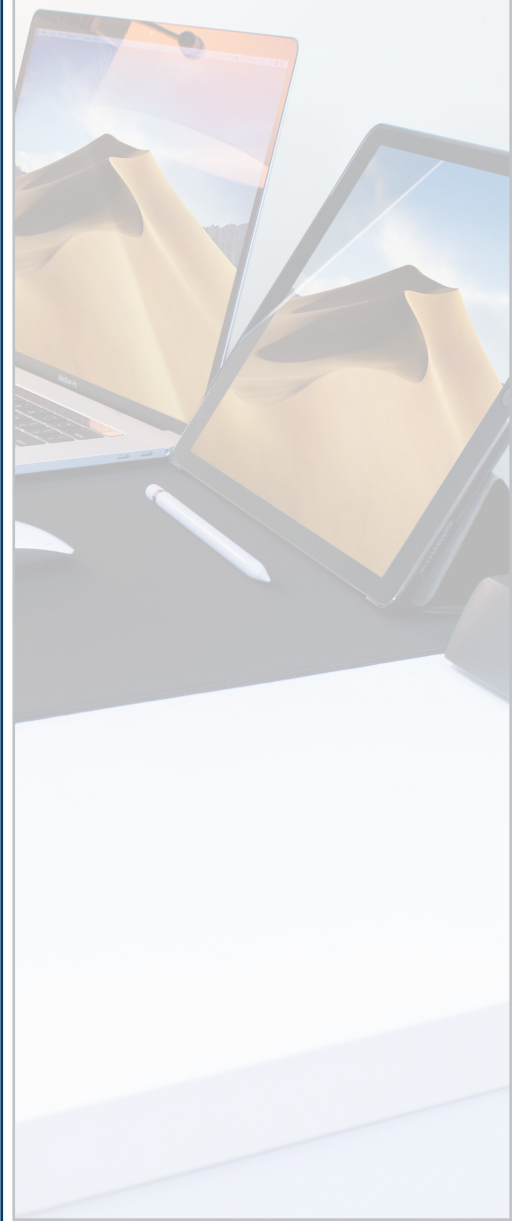
Our talented team of associate consultants each with a range of 10-25 years of experience have exceptional credentials that are complemented by practical, real-world experience. By bringing together academic knowledge and industry experience, we ensure that our clients' needs are at the forefront of each and every one of our training courses and training courses. Our specialist teams continuously track and monitor the latest business and industry trends and emerging best practices to ensure that all our course content is relevant, practical, and useful.

PALGNET has become a trusted provider of business knowledge and resources for a large number of Southern and East African organizations and professionals across the globe. All our training courses have been designed to provide business professionals with the skills they need to develop their competency, improve their performance, and drive business success. As an integrated business and management content provider. Our core purpose is to make sense of present and future challenges in the world of work, identifying trends and facilitate the necessary knowledge and skills relevant to thriving in the world of work. In doing so, enhance the investment in human capital, create more employment, improve economic growth potential and create a more sustainable society.



COURSE OVERVIEW

Though gender and class are less important in the workplace than in a social context, good manners should still apply. Your employees' success is important to them and your organization, to the people who depend on them and those who look up to them for advice and service. Their brands speak volumes about them and the organization they represent. Surviving in the business world is quite a tough feat and taking the staff through Professional Etiquette and Grooming training helps in developing self confidence in the total image expected of any professional. A polished appearance and sophisticated demeanor create a great impression, while a positive image builds confidence and the attractive public persona. The need for the hour for companies is a professional employee who looks after one's total appearance, knows how to carry oneself and communicates well with customers to create value for the customer, manage the relationship. Your employee's self-confidence and working ethically, will provide them with an understanding of the basics of body language and thus why you need Pan African Learning and Growth Network (PALGNET) to add some sparkling personality to your staff and improve harmony in the your workplace.



Competency Outcomes

After attending the training program the qualifying learners should be capable of:

- To project a confident personality and professional appearance
- To improve team cohesion and harmony in the workplace.
- To develop self professionalism at work and in various business situation
- Display good business manners in performing job functions
- Create a professional image, follow cubicle and office etiquette, and maintain positive office relationships.
- Use the Internet appropriately when at work and handle ethical dilemmas and personal issues in the workplace.
- Introduce people properly, be a good conversationalist, and follow proper etiquette in meetings.
- Display courtesy on the telephone, in voice mails, and in written communications. Follow proper etiquette at business functions and dinners, and identify formal table settings for business dining.
- Be a courteous traveler and prepare for international business trips etc.
- Enhance professional appearance and create a lasting impression
- If you want to advance in your career, a sound grasp of office etiquette is essential
- If you manage or supervise others at work, this course will help you lead by example
- If you are responsible for putting together official policy documents at work, this course will help you cover guidelines pertaining to office conduct
- This course will help you build positive relationships with your co-workers, which will make your work life more enjoyable
- The course will address all expectations that will be drawn by participants before engagement starts and address any other areas presented by the requesting organization.

Methodology

The outline of process will be developed following the formal and informal consultations and review of any documentation that may be deemed necessary in the course of preparations. The process for the two day workshop will be participatory in nature through a face to face delivery, and a series of the following will be applied:

- Interactive face to face lecture
- Presentations
- Role playing/modelling
- Case studies
- Group discussions
- Using the latest tools

Who Should Attend?

This workshop can be attended by all members of staff at all levels.

WHAT WILL BE COVERED

1. Office Protocol

- Office etiquette
- Understanding business etiquette
- Maintaining a professional appearance
- Cubicle and office etiquette
- Practicing cubicle etiquette
- Practicing office etiquette
- Office relationships
- Developing positive relationships with co-workers
- Avoiding rumours and gossip
- Developing relationships with superiors and staff

2. Professional Conduct

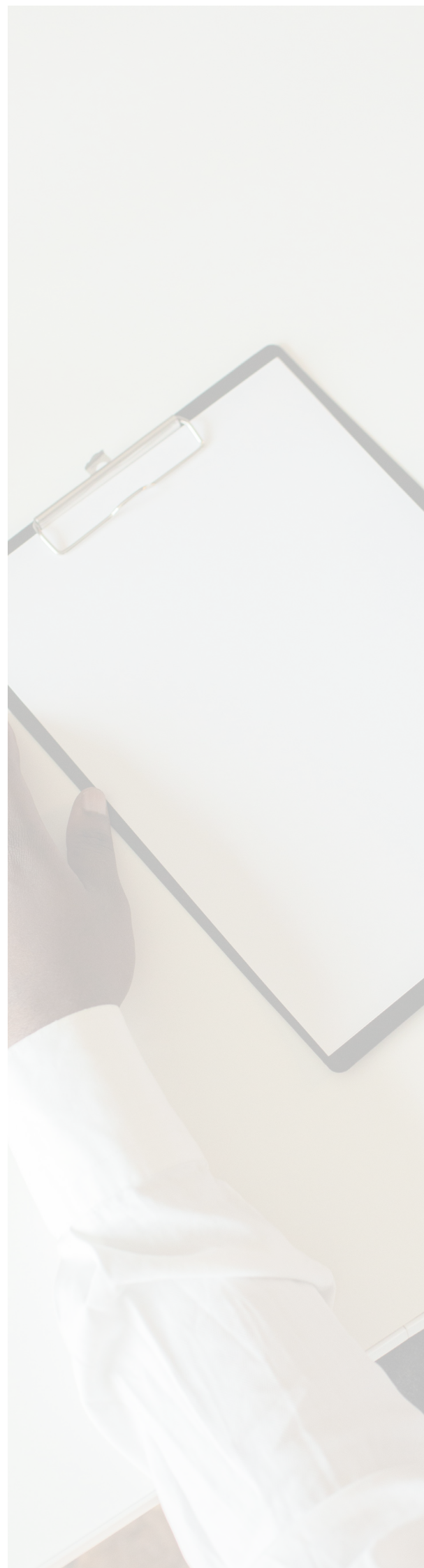
- Appropriate use of the Internet
- Social Media Etiquette
- Accessing the Internet
- Ethical dilemmas
- Handling ethical dilemmas
- Maintaining loyalty and confidentiality
- Personal issues in the workplace
- Handling personal issues in the workplace

3. Communicating in the Workplace

- Introductions
- Introducing people
- Following etiquette while being introduced
- Conversations
- Making conversation
- Etiquette in meetings
- Understanding meeting protocol
- Conducting yourself properly in meetings

4. Etiquette in Communication

- Telephone courtesies
- Applying telephone courtesies



- Using voice mails and speakerphones
- E-mail etiquette
- Using subject lines and e-mail signatures
- Composing the body of e-mail messages
- Writing guidelines
- Formatting a business letter
- Writing memos and informal letters

5. Business Functions

- Lasting impressions
- Attending business functions
- Identifying types of business functions
- Following etiquette at business functions
- Business dining
- Identifying table settings at formal dinners
- Following etiquette for business dining
- Handling utensils and napkins
- Applying basic rules of dining etiquette

6. Traveling for Business

- The courteous traveller
- Being a courteous traveller
- Being courteous on an airplane, on a train, or in a car
- Following the rules of etiquette at hotels
- International travel
- Understanding cultural orientation
- Showing respect to your hosts

7. Professional Grooming

1) Appearance - How to look your Professional Best/ Improve your Personal Grooming

- Plan Your Career Wardrobe
- A Basic Career Wardrobe
- Dress For Business, Not Pleasure
- Dressing right
- Hints for Each Body Build/Type
- Do's and Don'ts to survive the formal dress code.
- The Finishing Touches



2) Confidence in your Image

- Tips on how to build the self-image
- The common mistakes
- Speak with confidence
- Enhancing your personality

3) Receptions

- How to work the room
- Drinking
- When to eat and how
- Meeting attractive people/ Flirting
- Business Cards - when to ask for one/when to offer yours
- What to talk about/what not to talk about
- What to do with rudeness

4) Presence, Awareness and Body Language

- Stance and power
- Eye contact
- Using your smile
- Where to put your hands
- Common faux pas when dealing in international arena

5) Business Card Usage

- How to give your card
- When to give your card
- Asking for someone else's card
- Using business cards effectively

Action Plan

Participants will be taken through a process of developing action points on issues identified as key for strengthening and promoting a corporate culture that adheres to professionalism beyond the workshop. The main features of the action plan include the issues identified, the suggested actions on dealing with them, the persons responsible for leading on that action point and the time frames.

CONTACTS



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