



Soft Skills



Traditional and Virtual Business Etiquette



1 Day Course



Classroom or Virtual Blended Training



Accredited Course

Aligned to Unit Standard 252043 (6 credits) in the Generic Management Level 5 Qualification.



About the Course

 **Classroom:** R 4, 650 Excl. VAT | **Virtual Training:** R 3, 940 Excl. VAT

Conducting yourself as a polished professional is important to develop a strong first impression and build business relationships with colleagues, suppliers and clients.

Setting the right tone in your communication and knowing the proper etiquette in professional interactions can avoid conflicts, but more importantly, contributes towards business success and credibility.

This 1-day **Traditional and Virtual Business Etiquette** course will equip you with powerful business etiquette insights and techniques to ensure that you always conduct yourself in a professional manner, irrespective of the setting or situation.

Get the skills that can make the difference between a successful business interaction and a deal gone bad for no reason at all.



[View Public Dates](#)



1 Day



Accessible from any Location on any Device



Certificate of Attendance



Course aligned to Unit Standard 252043 (6 credits) in the Generic Management Level 5 Qualification.

Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Professionally greet, meet and converse with people from diverse backgrounds in a business setting
- Communicate professionally on the telephone, face to face, electronically and on virtual platforms
- Network professionally and appropriately with potential business contacts
- Participate professionally and respectfully during meetings
- Use discretion and judgement to avoid being culturally insensitive
- Dress to impress by understanding the nuances of appropriate business attire
- Discover how to stay composed and be professional irrespective of the setting or platform
- Learn why discretion is so important when talking to colleagues, clients and supervisors
- Remain cool and calm during a crisis to guide your team's effort

Who should attend

Account Manager, Admin Officer, Admin Support Team Leader, Attorney Liaison Officer, Call Centre Team Leader, Conference Centre Assistant, Councillor, Creditors Clerk, Customer Experience Manager, Debtors Clerk, Sales Representative, Group Management Accountant, Hospital Manager, HR Coordinator, HR Manager, Key Accounts Manager, Managing Director, Marketing Team Leader, Office Manager, Operations Manager, Operations Supervisor, Personal Assistant, Plant Manager, Programme Manager, Project Manager, Quantities Analyst, Receptionist, Secretary, Trainer, and Supervisor.



“The course provided lots of valuable information and knowledge to offer. It was a real eye-opener and very useful. I am looking forward to implementing what I learned into the workplace.”

- **Marketing Manager,**
RCL Foods

Course Programme Agenda

Greeting, Meeting and Introducing People

- Characteristics of a good handshake
- Create a positive first impression that lasts
- Tips to help you remember names
- Introduce staff, guests and VIPs professionally
- Various forms of address and when to use each
- Saying goodbye and ending conversations
- Business card etiquette

Conversation Techniques

- Timing – it's if and when you say it
- Tone – it's how you say it
- Volume – it's how loud you say it
- Guidelines for making Small Talk that matters
- Tips for dealing with difficult people
- Use body language to complement your message

Correspondence and Technology Etiquette

- Communication styles – which style suits you best?
- Assessing the different communication channels and their pros and cons:
 - The Business Letter
 - The quick (often regretted) E-mail
 - Internet communications: MS Teams, Zoom, WebEx
 - Phones and mobile communications
- Using the latest "Netiquette"
- The importance of the RSVP

Mastering Meetings – In-Person and Virtual

- Understanding correct meeting protocols – In-person and Virtual
- Polite ways of interjecting, commenting or voicing an objection
- Tips and techniques for chairing a meeting successfully
- Methods for getting and keeping meetings on track

The Art of Networking

- Devising your own networking strategy and objectives
- Making an entrance and working the room
- Techniques for smoothly joining and leaving groups
- Learning to self-promote yourself without appearing arrogant
- Adhering to essential rules for good networking
- Identifying inappropriate places for networking
- Nurturing your Digital Footprint on Social Media - LinkedIn

Dealing with Managers, Colleagues and Staff

- Understand how the business hierarchy is structured
- Avoiding and discouraging office gossip and politics
- Defining and eliminating offensive behaviour
- Understanding what constitutes sexual harassment and ensuring all staff are respected and protected

Entertainment Etiquette

- The most common dining etiquette mistakes
- Conversation etiquette during business lunches or dinners
- Respectable behaviour when socialising
- Handling alcohol during and after working hours
- Staying on your guard - even if it is after hours

Maintaining a Professional Image

- Acceptable attire for men and women in business
- Power Dressing – When and how to "dress to impress"
- Distinguish the very important difference between home-casual and business-casual
- A complete and practical dress guide to formal and informal business occasions

Ethics in the Workplace

- Understanding the need for confidentiality and avoiding disclosing sensitive or confidential company information to external parties
- A guide to accepting / offering gifts or favours
- Correct actions if a bribe is offered by a customer, client or supplier



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

Work out a Cost Estimate

Request a Quotation



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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