



# BUSINESS ETIQUETTE

## VENUE

Ground Floor Training Room  
31 Princess of Wales Terrace  
Parktown, Johannesburg, 2193

Courses are also offered in Durban on a regular basis.

On-site training for groups of 20 or more will be considered, subject to viability.

## COURSE FEE

R 1,330 incl VAT(Non-WHC)  
R 800 excl VAT(WHC Divisions)

## COURSE DURATION

1 day (Start and end times may vary slightly, confirmation will be provided on registration)

## BOOKING

Please contact us at:  
+27 11 274 9256/9327/9200  
training@academicadvance.co.za  
<http://www.academicadvance.co.za>

## INTRODUCTION

Business etiquette is the set of written and unwritten rules of conduct that make social interactions run more smoothly. It is about building relationships with other people, by acting in an appropriate, respectful and considerate way in the workplace.

## COURSE OUTCOME

Delegates will have a better understanding of:

- The importance of good office etiquette in the workplace
- Good and bad office habits
- Standard etiquette practices which can be learned and practiced on a daily basis
- Maintaining relationships with strong communication skills
- Verbal and non-verbal communication awareness
- Embracing and respecting cultural differences
- Maintaining an appropriate balance between work and personal life
- Appropriate and professional email and telephone etiquette in the workplace
- Dress code and professional image

## TARGET AUDIENCE

Individuals and teams who would like to learn more about professional workplace behaviour, creating a positive work environment, dressing appropriately, email and telephone etiquette, dealing with diversity, creating a positive office environment and representing the brand of the organisation in a professional manner.

