

Skills Course

BUSINESS ETIQUETTE



R 1,300 incl VAT (Non-WHC)

R 840 excl VAT (WHC)

Discounts apply to groups



Classroom based



1 day

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.

The course has 4 modules including a "Test your knowledge" at the end of each module:

- Introduction
- Module 1: Office Etiquette
- Module 2: Email Etiquette
- Module 3: Telephone Etiquette
- Module 4: Personal Branding



At the end of this course learners will have a better understanding of:

- the importance of good office etiquette in the workplace,
- good and bad office habits,
- why email etiquette is important,
- why telephone etiquette is important,
- standard etiquette practices which can be learned and practiced on a daily basis.



At the end of this course, learners will be expected to complete a final assessment:

- There are 50 multiple choice questions.
- The pass mark is 70%.
- Learners have unlimited attempts.
- A certificate will be issued on passing the assessment.



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.

"Good manners is just being respectful of others. Whether you know them or not, you should show respect for all people." - John Patrick Hickey



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