

# **Business Etiquette**

Course Length: 1 Day

**Prerequisites:** *None*

## Course Content

### **Unit 1: Office protocol**

**Topic A:** Office etiquette

**Topic B:** Cubicle and office etiquette

**Topic C:** Office relationships

### **Unit 2: Professional conduct**

**Topic A:** Appropriate use of the Internet

**Topic B:** Ethical dilemmas

**Topic C:** Personal issues in the workplace

### **Unit 3: Communicating in the workplace**

**Topic A:** Introductions

**Topic B:** Conversations

**Topic C:** Etiquette in meetings

### **Unit 4: Etiquette in communication**

**Topic A:** Telephone courtesy

**Topic B:** E-mail etiquette

**Topic C:** Writing guidelines

### **Unit 5: Business functions**

**Topic A:** Attending business functions

**Topic B:** Business dining

### **Unit 6: Traveling for business**

**Topic A:** The courteous traveler

**Topic B:** International travel