

**Course Description:**

This course teaches the fundamentals of business etiquette. Students learn how to build relationships, create a professional appearance, develop positive relationships with co-workers, and practice cubicle and office etiquette. In addition, the course teaches students the appropriate behavior and etiquette when using the Internet, in daily communications, and in meetings. Students also learn how to handle ethical dilemmas and personal issues, become a good conversationalist, and be courteous when communicating.

Duration: Instructor-led, group-paced, classroom-delivery learning model with structured activities – 7 hours (1 day)

Upon successful completion of this course, students will be able to:

- Understand the importance of etiquette in a professional environment
- Understand the use of various email options

Prerequisite: No prerequisites

Course Outline	
<p>Office Etiquette</p> <ul style="list-style-type: none">• Office etiquette• Cubicle etiquette• Office relationships <p>Professional Conduct</p> <ul style="list-style-type: none">• Ethical dilemmas• Personal issues in the workplace <p>Communicating in the Workplace</p> <ul style="list-style-type: none">• Introductions• Conversations• Etiquette in meetings <p>Etiquette in communication</p> <ul style="list-style-type: none">• Telephone courtesy• Writing guidelines	<p>Communication Tool</p> <ul style="list-style-type: none">• Email right tool for the message? <p>Email Etiquette</p> <ul style="list-style-type: none">• Executing spell check• Forming a meaningful Subject Line• Using punctuation, formatting, emoticons• Reducing long Email threads• Using an Electronic Signature• Streamlining your message <p>Mail Options</p> <ul style="list-style-type: none">• CC• Reply All• Read Receipt• Forwarding Email