

# Business Etiquette: Gaining that Extra Edge

## Course description

Business Etiquette: Gaining that Extra Edge can make a huge difference in the lives and careers of trainees. In this program, participants will learn to manage otherwise awkward moments, and to handle them with grace. This training course includes sessions on networking, introductions and remembering names, how to dress for success, confident communications, how to make great first impressions, etiquette at meal time, and much more.

With this workshop students will be provided with the tools they need to succeed in the social business world.

## Course outline

1. **Session One: Course Overview**
  2. **Session Two: Business Etiquette Basics**
  3. **Session Three: Test Your Business Etiquette**
  4. **Session Four: The Handshake**
  5. **Session Five: Business Card Etiquette**
  6. **Session Six: The Skill of Making Small Talk**
  7. **Session Seven: Do You Remember Names?**
  8. **Session Eight: Making That Great First Impression**
  9. **Session Nine: Dress for Success**
    - i. Dressing the Part
    - ii. Maintaining Your Positive Impression
    - iii. What's Your Code?
  10. **Session Ten: Business Dining**
    - i. Seven Hot Tips
    - ii. Demonstration
    - iii. Other Rules
  11. **Session Eleven: E-Mail and Telephone Etiquette**
    - i. The Power of the Written Word
    - ii. Note Writing Practice
- Recommended Reading List  
Post-Course Assessment  
Pre- and Post-Assessment Answer Keys  
Personal Action Plan