



International Training
Center Paris

TRAINING SCHEDULE



Phone: +33 6 59 26 89 09

E-mail: Info@itcparis.com

Address: 78, Avenue des Champs-Élysées, 75008 Paris

BUSINESS ETIQUETTE AND PROTOCOL

Overview:

The Business Etiquette and Protocol training is designed to provide administrative professionals with the essential knowledge and skills necessary to navigate the complex and ever-changing world of business etiquette. Participants will learn the importance of proper business etiquette and protocol and how it can impact professional success. They will also explore the different components of business etiquette, including communication, dress code, networking, and more.

Objectives:

- Understand the importance of business etiquette and protocol in the workplace
- Develop effective communication skills for various business situations
- Learn proper dress code and appearance standards
- Master the art of professional networking
- Understand how to handle different business scenarios with confidence

Throughout this five-day training, participants will engage in a variety of activities, including role-plays, case studies, and group discussions. By the end of the program, participants will have a solid understanding of business etiquette and protocol, as well as the skills necessary to navigate various business situations with confidence and professionalism.

Targeted Groups:

- Administrative professionals
- Client-facing representatives
- Sales and marketing teams
- Office managers responsible for guest interactions
- Professionals aiming to enhance professional etiquette

Planning:

Day 1: Introduction to Business Etiquette and Protocol

- Importance of business etiquette and protocol in the workplace
- Key components of business etiquette: communication, dress code, behavior, and more
- Etiquette in different business settings: meetings, email, phone calls, and more

Day 2: Effective Communication Skills

- Techniques for effective verbal and nonverbal communication
- How to handle difficult conversations with tact and professionalism
- Writing effective business emails and memos

Day 3: Dress Code and Appearance Standards

- Understanding dress codes in various business settings
- How to create a professional appearance
- Grooming and hygiene tips for the workplace

Day 4: Professional Networking

- The importance of networking for professional success
- Techniques for successful networking: elevator pitch, follow-up, and more
- Networking etiquette at events and conferences

Day 5: Handling Different Business Scenarios with Confidence

- How to handle conflicts and challenges in the workplace
- Understanding international business protocol and etiquette
- Developing a personal action plan for continued growth in business etiquette and protocol