10. Business Etiquette

**Course Overview**

Business etiquette is not about knowing which fork to use when you have lunch with your boss. It is about appropriate interactions with co-workers, vendors, customers and suppliers. Learning how to show respect, kindness and caring during workplace situations is a trait that goes a long way.

**Program objectives**

During this program, participants will learn:

* how to make a good first impression
* everyday manners
* what emotional intelligence is and why you should care?
* how to improve interpersonal communication skills
* 36 ways to improve your business etiquette
* Email etiquette

**Available format**

* ½ day