



Objectives:

Greater awareness of grooming and etiquette skills will help you to increase your poise and confidence. This will significantly change the impact that you have in any formal, professional and social situations.

The Benefits are:

- Enhanced social skills
- Greater confidence to interact with people from all walks of life
- Ability to make a positive first impression
- Ability to make a lasting impression
- Improvement in overall appearance

Training Topics:

- Social Graces, Etiquette and Body language:
 - **Making a Great First Impression:**
 - How to present yourself to people
 - How to make proper introductions, Paying & Receiving Compliments, Small Talk & Networking
 - Developing Your Professional and Personal Image
 - Managing Different Personalities
 - **Greeting and Introductions**
 - Greeting Components
 - The Protocol of Shaking Hands
 - Introductions
 - Introductory Scenarios
 - Addressing Individuals
 - **Body Language:**
 - Understanding body language and its significant role in communication



- **Etiquette of Dressing:**
 - The do's and don't in dressing
 - Understand various dress codes for different occasions
 - Clothes and Corporate Culture
 - Personal Props and Accessories for Men and Women

- **Cell Phone Etiquette**

- **Business Card Etiquette**

- **Behavior outside the workplace**
 - Office parties
 - Client invitations
 - Entertaining customers
 - In the pub after work

- **International Business Protocol**
 - Corporate Protocol
 - Languages
 - Dress Codes
 - Forms of Address
 - Greetings
 - Social Situations
 - Dining Do's & Don'ts
 - Tipping
 - Gift Giving

- **Multi-cultural Challenges**
 - Multi-cultural Etiquette
 - Examples of Cultural Insensitivity
 - Cultural Differences and their Effects on Business Etiquette



- **E-Mail Etiquette**

- General etiquette
- Sending effective messages
- Form and tone of the messages
- Responding to messages
- Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

Training Hours:

The Business Etiquette and Personal Grooming Program will be 16 hours

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities

Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 20.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector
 - Audio speakers