

BUSINESS ETIQUETTE

S. No.	Module	Training Objective	Focus Areas	Method(s) of Instruction	Duration - Breakup	Total Duration
1	Welcome	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives.		Instructor-led PowerPoint including open-ended questions for eliciting objectives	30 min.	30 min.
2	Looking the Part	To enable participants maintain a presentable, well-groomed, and professional image at all times in business situations.	Formal Dressing Casual Dressing Accessories for Men & Women Footwear General Appearance What To Wear for Different Occasions	Movie Clips Brainstorming ILT	40 min. (movie clips) + 35 min. (brainstorming) + 15 min. (instruction)	60 min.
3	Sounding the Part		Using the Right Tone of Voice Managing Your Volume in Business Settings Sounding Confident	Movie Clips ILT	5 min. (movie clips) + 10 min. (instruction)	15 min.
4	Smelling the Part		Dealing with Body Odour Dealing with Bad Breath Using Perfume	Team Think Activity: Dealing with Bad Breath Brainstorming ILT	5 min. (Team Think Activity) + 5 min. (brainstorming) + 5 min. (instruction)	15 min.
5	Body Language	To enable participants show deference, use appropriate body language, and come across as being more professional while carrying out business conversations with colleagues and customers.	Handshakes Personal Space Facial Expressions Eye Contact Hand Gestures Posture	Movie Clips Role-plays ILT	20 min. (movie clips) + 30 min. (role-plays) + 30 min. (instruction)	80 min.
6	Dining Etiquette	To enable participants understand and appreciate the nuances of dining with colleagues and customers including, invitations, arrival, ordering, smoking or drinking, and tipping.	Napkin Etiquette Drinking Soup Navigating the Place Setting American & Continental Styles of Eating Seating Arrangements Cutlery Etiquette Posture & Behavior Passing the Food Do's and Don'ts	Exercises: Drinking Soup Table Arrangement Using Cutlery Movie Clips Simulation: Lunch / Dinner	30 min. (exercises) + 15 min. (movie clips) + 60 min. (instruction) + 75 min. (lunch / dinner)	180 min.

7	Business Card Etiquette	To expose participants to some of the Do's and Don'ts while exchanging business cards with colleagues as well as customers; know usually who's introduced to whom; know how much to talk about during an introduction; and also know how to introduce themselves whenever necessary.	Carrying business cards Exchanging business cards Receiving and storing business cards	Role-play Movie Clips ILT	10 min. (role-play) + 10 min. (movie clips) + 15 min. (instruction)	35 min.
8	Social Etiquette	To enable participants carry themselves well outside of office when attending business functions.	Gift-giving Etiquette The Practice of Tipping Understanding What Offends People Punctuality Courtesy & Respect	Activity: Knotting a Tie Brainstorming Exercise ILT	45 min. (activity) + 15 min. (brainstorming) + 15 min. (instruction)	75 min.
9	Telephone Etiquette	To enhance participants' confidence and professionalism while getting on calls or speaking over the phone with colleagues as well as customers.	Cellular-phone Etiquette Voice-mail etiquette Telephone etiquette -- one-on-one conversations Telephone etiquette -- conference calls	Role-plays ILT	45 min. (role plays) + 30 min. (instruction)	75 min.
10	Meeting Etiquette	To expose trainees to the nuts and bolts of conducting as well as taking part in highly effective team / client meetings.	Do's and Don'ts Conveying respect in a meeting Handling interruptions	Role-play (Client-meeting Simulation) ILT	30 min. (role-play) 15 min. (instruction)	45 min.
11	E-mail Etiquette	To enable participants write e-mails conforming to global business standards and convey a professional image on e-mails.	Opening and Closing Tone of messages Courtesy Usage of fonts	Video Clips E-mail Writing Exercise ILT	10 min. (video clips) + 20 min. (writing exercise) + 20 min. (instruction)	50 min.