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Etiquette And Protocol Skills For Administrative Staff

Introduction

Plan for your Success:

Etiquette and protocol knowledge is a form of business intelligence that has created an unprecedented demand for expert training and guidance. In fact, soft skills are so important in the workplace, most employers consider them to be among their most important hiring criteria.

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Objectives

- Understanding Etiquette and Protocol
- Be aware of the required Preparing for a formal visit
- Conducting oneself during formal occasions

- Understand the International Etiquette and Protocol of communications, Meetings, dining, seating and receiving lines.

Contents

Outclass the Competition

- Business Entertaining
- Invitations
- Receiving Lines
- Host Duties
- Guest Duties
- Seating Guidelines
- Napkin Placement
- Toasting
- Silverware Savvy
- Dining Dos and Don'ts
- Eye Contact
- How to Make an Entrance
- The Ultimate Greeting
- Introductions
- Handshaking
- Remembering Names
- Conversation Skills
- Business Card Protocol
- Electronic Communications

Dine like a Diplomat

- Host and Guest Duties

- American and Continental Styles of Eating
- Asian Style of Eating
- Forms of Service
- Taking Your Seat and Napkins
- Toasting
- World-Class Dos and Don'ts
- Eating Various Foods
- Tipping
- Seating Guidelines
- Place Setting Maps

How to Succeed in the International Arena

- Global Awareness Profile
- Appropriate Business Attire
- Importance of Rank and Status
- Business Customs and Terminology
- Interaction Intelligence
- World-Class Handshakes
- Global Communication Styles and Conversation Skills
- Remembering Names
- Gift Giving
- Monochronic and Polychronic Time
- High- and Low-Context Cultures
- Strategic Dos and Don'ts

Protocol Officer Duties

- Modern Protocol

- Characteristics of a Protocol Officer
- Understanding Precedence and Seating
- Table Seating
- History of Flag Etiquette
- Managing VIP Visits
- Representing the Company at Special Events
- Sensitivity to Cross-Cultural Differences
- Offensive Gestures in Other Cultures