

PROFESSIONAL BUSINESS BEHAVIOUR

Training courses offered by VETTA Communication (Pty) Ltd



OBJECTIVES

In today's competitive business arena, presentation and first impressions are everything; having the 'know how' is an integral part of business in order to develop business relationships, interact with business associates or clients in or out of the office. This practical workshop aims at empowering participants in understanding the language of business leading to enhanced confidence, professionalism through cultural divides and aligning themselves to international standards.

COURSE CONTENT

1. Introducing Professional Behaviour

- Why is professional behaviour important?
- Character profiles – how people perceive you?
- Dangers of bad habits
- The impact of good manners
- Common mistakes

2. Communication

- Professional telephone and cellular telephone etiquette
- Professional written and email etiquette
- Professional face-to-face communication
- First impressions
- Protocol and dress code
- Protocol during introductions
- Protocol when making/accepting appointments
- Protocol in the boardroom
- Protocol when dealing with opposite genders
- Protocol when networking
- Protocol when making an address or a presentation
- Dealing with confrontation and criticism
- Cross cultural protocol

3. Entertainment

- Protocol as a guest
- Dining protocol and etiquette
- Understanding foods and wines
- Gifts and thank you's
- Travel protocol and tips

Workshop suitable for management level

COURSE DETAILS

Duration: 1 day

Date: 2011

Time: 08h30 - 16h30

Cost: R1766.00 p/person excl. 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue:

This workshop can also be presented at your premises

Book on line www.vetta.co.za or contact 086 111 VETTA (83882) Email: info@vetta.co.za



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

