

Training Seminar: Business Etiquette

Wynn Solutions *half day customized Business Etiquette workshop*

Key Objectives

- ▶ Prevent behavior from betraying skill
- ▶ Reduce unprofessional conduct in meetings
- ▶ Create a culture of courtesy
- ▶ Build better business relationships
- ▶ Set guidelines for appropriate business dress

Suggested Agenda

Being the best vs. being consistently chosen

- ▶ The truth about trust
- ▶ Managing expectations and emotions
- ▶ The long term results of negative comments in meetings
- ▶ Giving people what they need: Care, value and prestige
- ▶ Does your approach match you skill
- ▶ How your behavior causes your skills and knowledge to lose impact

Managing your mouth

- ▶ Understanding your natural reactions
- ▶ How to catch your self saying the wrong thing
- ▶ Reducing sarcasm
- ▶ How to turn negative comments into positive reinforcement
- ▶ Accepting the shortcomings of your coworkers

Building better business relationships

- ▶ The fine art of being liked: Listening and learning
- ▶ Living with silence: The fine art of shutting up
- ▶ How to ask questions that identify needs
- ▶ Keeping in touch: Setting the standard for corporate communications
- ▶ Five things you should never tell a coworker
- ▶ How to avoid robbing people of their uniqueness
- ▶ Introducing your self to people you don't know
- ▶ Professionally greeting people you know
- ▶ Effective relationships between managers and employees

- ▶ The business of getting down to business: Managing distractions

Dressing for success

- ▶ The history of business attire: From the oil patch to the boardroom
- ▶ Effectively (and legally) handling dress code issues
- ▶ How to interpret the term business casual: Setting the standard
- ▶ Fashion and function: Clothing that works

Effective business conduct: Wrap-up

- ▶ Knowing what to say and when to say it
- ▶ Three conversations that almost always get you in trouble
- ▶ How to make business etiquette part of your department's duties

Professional Fees

Fee for a half-day workshop as outlined above

** Call Wynn Solutions for current fee schedule*

Fee Includes:

- ▶ Any and all research
- ▶ Pre-workshop preparation
- ▶ Workbooks for all attendees
- ▶ Post-workshop evaluation
- ▶ Details of all resources provided upon request