

# Business Etiquette & Unexpected Social Norms



Corporate Training  
SOLUTIONS, INC

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## Program Objectives:

The purpose of this highly interactive module is to provide a quick information reference on business etiquette rules, while also giving suggestions that enhance personal/professional presence and social interaction.

This module is a “wake-up” call to how we, as individuals and as organizations, present ourselves to each other and to our contacts throughout our busy schedules. What does your “picture” look like? What kind of lasting impression do you make?

This program is helpful to those just starting their careers or busy professionals wanting to know the rules of social preferred behaviors. Continue to develop a polished professional edge.

## Key training points include:

- Beginning Your Day - First Impressions
- Communicating Effectively- Communication Process
- The Art of Making Conversation - Subjects to Avoid
- Working a Room; The Art of Listening; When You Are the Introducer; Networking; Establishing Contacts; Tone of Voice; Non-Verbal Communication
- Office Protocol- Office Greeting; Leaving an Office
- Office Meetings
- Managing Rejection
- Persuasion and Influence



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