

ETIQUETTE FOR BUSINESS (3.5 hours) *
(Appropriate Behavior for different situations in the Business World)

- 1. Contemporary Male-Female Etiquette**
- 2. Body language - Hand gestures**
- 3. The SOFTEN tip**
4. Cultural Differences
5. Etiquette in Introductions
6. Big tips for Small Talk
7. Playing host for your company
8. Office courtesies
9. Giving and receiving criticism with tact
10. Dealing with delicate situations
11. Giving and receiving compliments graciously
12. More topics covered in the Question & Answer session (Q&A)

** only for public programs.*

Hours can be longer for customized Inhouse Programs