



ONLINE
COURSE

BUSINESS ETIQUETTE

BROCHURE

Look and sound your best no matter what the situation.

The Business Etiquette eCourse will provide you with an understanding of how etiquette can be of value to a company or organisation. This eCourse will teach you how to:

- Differentiate among the business casual, formal and black tie dress code.
- Illustrate basic guidelines when it comes to the proper form of address, grammar standards, and use of acronyms in e-mails.
- Deal with interruptions.
- Properly introduce yourself and others and effectively use a business card.



DURATION

4 weeks online access



STUDY TIME

8-9 hours study time



INTERNATIONAL CERTIFICATION



CONTINUING EDUCATION UNITS (CEU'S)

0.9 CEU's



The
Leadership
CENTRE
DEVELOPING TOMORROW'S LEADERS

This eCourse examines the basics of Business Etiquette. Most importantly to be considerate of others dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake'. It includes conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions and proper business email and telephone etiquette.

Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette course will help you look and sound your best no matter what the situation.

eCOURSE INCLUDES

- 4 Weeks Online Access
- Business Etiquette eBook per phase
- Business Etiquette and Exercises
- Quick Reference Sheet
- Online Exam
- International Certification

KEY OUTCOMES

On completion of this eCourse, you will be able to:

- Apply the guidelines on how to make effective introductions.
- Identify the 3 steps in giving a handshake.
- Illustrate place settings, napkin etiquette, and basic table manners.
- Illustrate basic guidelines when it comes to the proper form of address, grammar standards and use of acronyms in e-mails.
- Identify basic guidelines in the use of the telephone, voicemail, and cell phone.

CERTIFICATION & ACCREDITATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

The Leadership Centre is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

GET IN TOUCH

Should you have any queries, please contact us at The Leadership Centre.

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HAPPY LEARNING

The Leadership Centre Team

