



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Business Etiquette

Course Specifications

Course Number: AXO84–018

Course length: 1 (6 hours 35 min.)

Prerequisites: None

Topic-Level Outline

Unit 1: Office Protocol

Topic A: Office Etiquette

A–1: Understanding business etiquette

A–2: Maintaining a professional appearance

Topic B: Cubicle and Office Etiquette

B–1: Practicing cubicle etiquette

B–2: Practicing office etiquette

Topic C: Office Relationships

C–1: Developing positive relationships with co-workers

C–2: Avoiding rumors and gossip

C–3: Developing relationships with superiors and staff

Unit 2: Professional Conduct

Topic A: Appropriate Use of the Internet

A–1: Accessing the Internet Topic

B: Ethical Dilemmas

B–1: Handling ethical dilemmas

B–2: Maintaining loyalty and confidentiality

Topic C: Personal Issues in the Workplace

C–1: Handling personal issues in the workplace

Unit 3: Communicating in the Workplace

Topic A: Introductions

A–1: Introducing people

A–2: Following etiquette while being introduced

Topic B: Conversations

B–1: Making conversation

Topic C: Etiquette in Meetings

C–1: Understanding meeting protocol

C–2: Conducting yourself properly in meetings

Unit 4: Etiquette in Communication

Topic A: Telephone Courtesy

A–1: Applying telephone courtesy

A–2: Using voice mail and speakerphones

Topic B: E–mail Etiquette

B–1: Using subject lines and e–mail signatures

B–2: Composing the body of e–mail messages

Topic C: Writing Guidelines

C–1: Formatting a business letter

C–2: Writing memos and informal letters

Unit 5: Business Functions

Topic A: Attending Business Functions

A–1: Identifying types of business functions

A–2: Following etiquette at business functions

Topic B: Business Dining

B–1: Identifying table settings at formal dinners

B–2: Following etiquette for business dining

B–3: Handling utensils and napkins

B–4: Applying basic rules of dining etiquette

Unit 6: Traveling for Business

Topic A: The Courteous Traveler

A–1: Being a courteous traveler

A–2: Being courteous on an airplane, on a train, or in a car

A–3: Following rules of etiquette at hotels

Topic B: International Travel

B–1: Understanding cultural orientation

B–2: Showing respect for your hosts

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

MS OFFICE

- EXCEL
- WORD
- POWERPOINT
- OUTLOOK
- ACCESS
- PROJECT
- (www.collegeafricagroup.com)

SOFT SKILLS

- SALES NEGOTIATION
- MEETING PROTOCOLS
- TELEPHONE SKILLS
- KEYBOARDING
- (www.collegeafricagroup.com)

SPECIALS

- Join our loyalty program
- Sign up for a weekly newsletter
- Group Discounts available
- Onsite Training is available T&C Apply

DASHBOARDS

Create eye-catching, interactive, awesome excel dashboard reports ([Dashboard](#))

CONSULTANCY SERVICES

Get personal assistance with your spreadsheets

Excel for Executives
Excel Automation
([Excel Automation](#))

MS PROJECT

Get fast reports!
Master MS Project for quick info and outcomes
([MS Project](#))

KEYBOARDING

Save time!
Learn to touch-type and be more accurate.
([Keyboarding](#))

EBOOKS AND ONLINE TRAINING

Excel Essentials 2013 [Ebook](#), workbooks, and solutions.
Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.
Excel Advanced 2013 [Ebook](#), workbooks, and solutions.
Excel comprehensive online courses, email for more details.



CONTACT DETAILS

Arnold Muscat
Direct 083 778 4903
Email: sales@collegeafricagroup.com
Click to Join our [Loyalty](#)



Committed to skills development in the Media, Advertising and ICT sector
Accreditation no: ACC/2011/07/066

Call Centre: 0861 114 679
(Office Hours)
Website: www.collegeafricagroup.com
CAG [Newsletter](#)