



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 & Professionalism (Revised Edition)

Course Specifications

Course Number: AX084-170_rev1.0

Topic-Level Outline

Unit 1: Office protocol

Topic A: Office etiquette

Topic B: Cubicle and office etiquette

Topic C: Office relationships

Unit 2: Professional conduct

Topic A: Appropriate use of the Internet

Topic B: Ethical dilemmas

Topic C: Personal issues in the workplace

Unit 3: Communicating in the workplace

Topic A: Introductions

Topic B: Conversations

Topic C: Etiquette in meetings

Unit 4: Etiquette in communication

Topic A: Telephone courtesy

Topic B: E-mail etiquette

Topic C: Writing guidelines

Unit 4: Business functions

Topic A: Attending business functions

Topic B: Business dining

Unit 6: Traveling for business

Topic A: The courteous traveler

Topic B: International travel

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.

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