



MICT SETA accredited ACC/2011/07/066 Est. October 2003

College Africa Group – Office Etiquette

Office etiquette refers to the set of behaviours, manners, and standards that help employees work together respectfully, professionally, and productively. It covers everything from how we communicate and how we dress, to how we respect colleagues' time, space, and culture. In South Africa's diverse workplace environment, etiquette is especially important to foster inclusion and harmony. This is a one-day course.

Module 1: Introduction to Office Etiquette

- 1.1 What is Office Etiquette?
- 1.2 Why is Office Etiquette Important?
- 1.3 Principles in Action

Module 2: Professional Appearance & Dress Code

- 2.1 Why Appearance Matters
- 2.2 Dress Codes Explained
- 2.3 Common Scenarios
- 2.4 Grooming and Hygiene

Module 3: Communication Etiquette (Verbal, Written, Digital)

- 3.1 Verbal Communication
- 3.2 Written Communication
- 3.3 Digital Communication

Module 4: Respect for Diversity in South Africa

- 4.1 Why Diversity Matters
- 4.2 Common Scenarios

Module 5: Time Management & Punctuality

- 5.1 Why Time Management Matters
- 5.2 Common Time Wasters
- 5.3 Tools & Strategies

Module 6: Meeting Etiquette

- 6.1 Why Meeting Etiquette Matters
- 6.2 Preparation Before Meetings
- 6.3 Behaviour During Meetings

Module 7: Office Space & Shared Facilities

- 7.1 Why It Matters
- 7.2 Personal Workspace
- 7.3 Shared Facilities

Module 8: Email & Telephone Etiquette

- 8.1 Why It Matters
- 8.2 Email Etiquette
- 8.3 Telephone Etiquette

Module 9: Professional Behaviour & Attitude

- 9.1 Why Professional Behaviour Matters
- 9.2 Core Principles of Professional Behaviour

Module 10: Conflict Management & Difficult Situations

- 10.1 Why Conflict Happens
- 10.2 Approaches to Conflict
- 10.3 Key Skills for Conflict Resolution

Module 11: Remote/Hybrid Work Etiquette

- 11.1 Why Remote/Hybrid Etiquette Matters
- 11.2 Professional Online Presence
- 11.3 Virtual Meeting Etiquette
- 11.4 Communication in Hybrid Teams

Module 12: Case Studies & Role Plays

- 12.1 Why Case Studies & Role Plays Matter
- 12.2 Case Study Examples
- 12.3 Role Play Exercises

Module 13: Wrap-Up & Assessment

- 13.1 Review of Key Modules
- 13.2 Assessment Options
- 13.3 Personal Action Plan

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