

Business Etiquette and Professionalism

Course Overview

This course teaches students principles of professional behavior, interview etiquette, planning and attending business meetings, electronic etiquette, and multicultural etiquette.

<u>Course Introduction</u>	2m
Course Introduction	
<u>Lesson 01 - Principles of Professional Behavior</u>	23m
Principles of Professional Behavior	
What is Etiquette?	
What is Professionalism?	
Costs of Poor Etiquette	
Always Be Your Best	
Always Be Your Best When Meeting and Greeting	
Effectively Working for Your Boss	
Being an Effective Part of the Team	
Lesson 01 Review	
<u>Lesson 02 - Interview Etiquette</u>	27m
Interview Etiquette	
Types of Interviews	
On the Phone	
Employment Tests	
Planning for the Interview	
In the Waiting Room	
During the Interview	
After the Interview	
Job Fair Interviews	
Lesson 02 Review	
<u>Lesson 03 - Planning and Attending Business Meetings</u>	25m
Planning and Attending Business Meetings	
Types of Meetings	
Planning Office Meetings	
Attending Office Meetings	
Planning Conference Call Meetings	
During Conference Call Meetings	
Planning Video/Teleconference Meetings	
During Video/Teleconference Meetings	
Meal Meetings	

Making Reservations
Table Manners and Business Meal Etiquette
Utensils
Thank You Notes
Lesson 03 Review

Lesson 04 - Electronic Etiquette

18m

Electronic Etiquette
Voicemail
Cell phones
Email
Instant Messaging
Text
Social Media
Lesson 04 Review

Lesson 05 - Multicultural Etiquette

15m

Multicultural Etiquette
Five Steps to Dealing with Diversity
Cultural Norms
Awareness of Personal Bias
Communication Guidelines
Key Guidelines
Lesson 05 Review
Course Closure

Total Duration: 1h 50m