Training Course on Business Etiquette and Office Protocol

Professional Development Training Course Outline

Category	Business	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s professional world, business etiquette and office protocol play a critical role in fostering strong workplace relationships, improving corporate reputation, and ensuring smooth interactions in business settings. Proper etiquette enhances professionalism, respect, and cultural intelligence, allowing individuals to navigate business environments with confidence and competence.

Training Course on Business Etiquette and Office Protocol training is designed to equip professionals with essential etiquette skills, communication strategies, and office protocol knowledge. Participants will learn how to handle formal and informal business interactions, workplace ethics, cross-cultural etiquette, professional correspondence, and corporate dining etiquette, ensuring they represent themselves and their organizations with excellence.

Programme Curriculum

Training Course on Business Etiquette and Office Protocol training

Introduction

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Course Objectives

By the end of this course, participants will be able to:

1. Understand the fundamentals of business etiquette and professional conduct.
2. Apply office protocol and workplace ethics in different professional settings.
3. Enhance verbal and non-verbal communication for effective interactions.
4. Navigate cross-cultural etiquette in a global business environment.
5. Maintain professional image, grooming, and attire standards.
6. Master business dining etiquette and social event protocol.
7. Handle meetings, introductions, and greetings with confidence.
8. Draft professional emails, business letters, and corporate communication.
9. Apply telephone and virtual meeting etiquette in modern workplaces.
10. Understand hierarchical respect and diplomatic courtesy in corporate settings.
11. Handle difficult workplace situations with tact and professionalism.
12. Foster a positive and inclusive workplace culture through proper etiquette.
13. Utilize networking skills and relationship-building strategies.

Target Audience

1. Executives, Managers, and Team Leaders
2. Front Office and Administrative Professionals
3. Customer Service Representatives
4. Human Resource and Corporate Training Personnel
5. Business Owners and Entrepreneurs
6. Diplomatic and Government Officials
7. Sales and Marketing Professionals
8. Anyone Seeking to Enhance Their Professional Image

Course Content

Module 1: Introduction to Business Etiquette

- Definition and importance of business etiquette
- The impact of first impressions in professional settings
- Common workplace etiquette mistakes to avoid
- Professionalism and workplace culture
- Role of etiquette in personal branding

Module 2: Office Protocol and Workplace Ethics

- Hierarchical respect and workplace courtesy
- Professional behavior in office environments
- Handling conflicts and sensitive workplace issues
- Office privacy, confidentiality, and workplace ethics
- Ethical decision-making and corporate social responsibility

Module 3: Verbal and Non-Verbal Communication

- Effective workplace communication skills
- Active listening and response strategies
- The impact of body language in business interactions
- Tone, voice modulation, and professional speech patterns
- Handling difficult conversations with professionalism

Module 4: Business Attire and Personal Grooming

- Dress codes for different business settings
- Corporate vs. casual attire: What’s appropriate?
- Grooming and hygiene standards for professionals
- Accessories and fashion do’s and don’ts in business settings
- Cultural considerations in professional dressing

Module 5: Professional Introductions and Greetings

- Proper ways to introduce yourself and others in business settings

- Handshakes, eye contact, and first impression strategies
- Addressing colleagues, superiors, and clients respectfully
- Business card etiquette and exchanging contact details
- Cultural variations in greetings and introductions

Module 6: Business Dining and Social Etiquette

- Understanding formal and informal dining etiquette
- Table manners and dining behavior in corporate settings
- Hosting and attending business lunches and dinners
- Alcohol consumption etiquette in business meetings
- Handling tricky dining situations with grace

Module 7: Business Correspondence and Email Etiquette

- Writing professional emails, memos, and business letters
- Structuring clear and concise business communication
- Common email mistakes and how to avoid them
- Responding to emails professionally and on time
- Social media etiquette in a professional context

Module 8: Meeting Etiquette and Professionalism

- Preparing for and participating in meetings effectively
- Meeting protocols, seating arrangements, and introductions
- Virtual meeting etiquette (Zoom, Microsoft Teams, etc.)
- Handling disruptions and maintaining professionalism in meetings
- Effective note-taking and follow-ups after meetings

Module 9: Telephone and Virtual Communication Etiquette

- Answering and handling business calls professionally
- Proper voicemail and telephone messaging techniques
- Conference call and video meeting best practices
- Customer service etiquette over the phone
- Handling complaints and difficult phone conversations

Module 10: Cross-Cultural Etiquette and Global Business Practices

- Understanding cultural differences in business etiquette
- Adapting to international business customs and norms
- Common cultural faux pas in global business settings
- Effective communication in diverse work environments
- Strategies for building strong cross-cultural relationships

Module 11: Networking and Relationship Building

- The importance of networking in career growth
- How to introduce yourself effectively at business events
- Building lasting professional relationships
- Business networking dos and don’ts
- Handling follow-ups and maintaining business connections

Module 12: Diplomatic Courtesy and VIP Protocol

- Handling high-level executives, diplomats, and VIP guests
- Corporate gift-giving etiquette
- Business seating arrangements and precedence rules
- Proper behavior at formal corporate and government events
- Cross-cultural protocol in diplomatic interactions

Module 13: Conflict Resolution and Professionalism Under Pressure

- Handling workplace disagreements diplomatically
- Strategies for diffusing tense situations
- Managing office gossip and workplace politics
- How to apologize professionally and take responsibility
- Remaining professional under stressful situations

Module 14: Customer Service and Client Interaction Etiquette

- Creating a customer-focused etiquette approach
- Handling difficult clients and complaints with professionalism
- Managing expectations and setting boundaries
- Professionalism in written and verbal client interactions
- The role of etiquette in customer retention and satisfaction

Module 15: Practical Applications and Role-Playing Exercises

- Business etiquette case studies and analysis
- Group exercises on workplace scenarios
- Practicing introductions, greetings, and professional conversations
- Role-playing business dining and networking situations
- Personalized feedback and improvement strategies

Training Methodology

1. **Interactive Workshops** – Hands-on exercises for real-world application.
2. **Case Study Analysis** – Learning from best practices and real-life examples.
3. **Role-Playing Scenarios** – Simulating workplace interactions and etiquette challenges.
4. **Expert-Led Discussions** – Gaining insights from etiquette specialists and business professionals.
5. **Video Demonstrations** – Observing proper etiquette in action.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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