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Someone's always watching - Business Etiquette - 3 hours

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Participant's profile:

- This session has been personalized for City of Lethbridge employees, entry-level and mid-management.

Learning Objectives:

- Etiquette – it's much more than which fork to use, although that is also important. Etiquette covers our grooming, our clothing, our manners, how we treat people and the words we use in response to questions.
- Someone is always watching. Your etiquette should be "on" always as you never know who is watching and judging your Etiquette. Whether it is right or wrong, human nature indicates that people judge us by our appearance, our clothing, our manners and our overall etiquette. The workplace is not the place to demonstrate your "personal style or personal beliefs" it is a workplace and certain etiquette is expected. This highly informative session breaks down some "old school" myths about Etiquette and also allows us to have a laugh at ways that we all conduct Etiquette Faux Pas!

Participant's Value Received:

- "But my Mom already taught me...." This is the most common statement we hear when talking about Etiquette but the fact is Mom left out a few things and the rules have changed. In this highly competitive world, sometimes how you present yourself is what people look at first and using just the right fork is important ...and so are the other aspects of Etiquette.

Outline:

1. 10 Most Common Faux Pas
 - a. *Etiquette awareness quiz*
2. Casual Fridays (and Monday – Thursdays are OUT)
3. Visual Etiquette
 - a. *Distracting mannerisms, Good grooming, Clothing checklist*
4. Vocal Etiquette
 - a. *Telephone, cell phone, pagers, voice mail, email*
5. Office Courtesies
6. Out of Office Etiquette
7. Dining Etiquette
 - a. *A very quick overview of eating in public*
8. Summary & Business Etiquette Resources: Web and Books



"The Studio staff and I found your Business Etiquette session very informative. You did an excellent job of covering off a great deal of information knowledgeably and professionally. You are to be commended on the depth of research and your presentation skills. Thanks again, a well spent morning." – Frank Schaeffer, VP Director of Operations, M2 Universal Communications Management, Calgary