

BUSINESS ETIQUETTE TRAINING

Why Business Etiquette is important?

Etiquette is the fundamental code of honor. Basically there are some expected norms of [behavior](#) in business circles.

With the expansion of the global marketplace more and more organizations are conducting business across the globe. This has brought about a need for the increase in awareness about **business etiquette** that exists in various cultures.

nmcQC's **Business Etiquette Training** program focuses on presenting oneself with finesse and making others comfortable in a business circle.

This program also has a component of **Personal Grooming Training** that is targeted at young professionals who are just entering or would be entering a business environment.

Our **Business Etiquette and Personal Grooming Training Program** focuses on the following areas:

Etiquette Factors

What is Etiquette? Principles of Business Etiquette, Benefits of Etiquette, Importance of the first impression, Grooming for Men & Women, Body language, Voice and speech

Meeting etiquette

Characteristics of A Good Handshake, Exchange of Business Cards, Business Introductions, Importance of Introduction, How do I introduce myself?, How do I introduce someone else?, Dress codes and others, Role Plays

Business phone etiquette

Ways to make a Good First Impression, Effective Call Handling, Key Phases of an Outbound / Inbound Call, Hold Procedure, Using the Right Tone of Voice, Tips for Good Telephone Etiquette, Forbidden Phrases to Avoid, Body Language over the Telephone, Tele-conferencing skills

Business email etiquette

Sending effective messages, Form and tone of the messages, Responding to messages, Organizing messages, Replying to and forwarding messages

Success begins with right attitude

Success in its simplest form is following only common sense rules of fundamentals that anyone can follow. The starting point of this journey is the right attitude. Without strict observance of etiquette no man, no matter how "polished" he is, can be considered a gentleman. Again, good manners are, after all, nothing but courteous consideration of other people's interests and feelings.

- [Contact Training Directory for more information](#)