

# Workplace Essentials

60 – 90 minute interactive presentation

Participants will learn proper workplace etiquette. Choose from topics below to design a workshop to fit your individual organizational needs.



- Etiquette, what is it?
- Gender differences
- Generational differences
- Common workplace manners
- Office body language
- Telephone etiquette
- Cubicle etiquette
- E-mail protocol
- Listening and conversation
- Networking skills
- Proper introductions
- Power handshakes
- The business card
- The body personal (hygiene, attire)
- Thank you notes

## **The Etiquette Professionals**

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*Preparing individuals with business skills and social graces ...When Manners Matter*