

KOENIG SOLUTIONS • COURSE OUTLINE

Business Comm: Corporate Etiquette & Email Skills

Learn to navigate corporate etiquette, professional communication and email skills for a confident transition into the workplace.

2 Days

DURATION

13

TOPICS

COURSE OVERVIEW

This course covers the transition from campus to corporate life, including creating first impressions, cultural sensitisation and conducting oneself in the work environment. It addresses grooming and corporate etiquette across the workspace, travel, cafeteria, restroom, telephone, email, meetings, conference calls and video calls. It then covers communication skills, including email communication, verbal and non-verbal communication, customer and client handling, grammar, presentation skills and interpersonal skills.

WHO THIS COURSE IS FOR

Campus Recruits

Customer Service Representatives

Client-Facing Staff

New Employees

Corporate Trainees

LEARNING OBJECTIVES

- Explain the transition from campus to corporate environments
- Describe how to create positive first impressions
- Identify cultural sensitivities relevant to globalisation
- Apply grooming standards in a corporate setting
- Apply corporate etiquette across workspace, travel and meetings
- Compare verbal and non-verbal communication techniques
- Apply email communication skills in professional contexts
- Assess customer and client handling approaches

13 Topics

TOPICS

- Campus to corporate
- Creating first impressions
- Culture sensitization -- Globalization
- Conducting oneself in the work environment
- Importance of grooming
- Corporate etiquette (Workspace/travel/cafeteria/restroom/telephone/email/meeting/Conference call/Video call etiquette)
- Communication skills
- Email Communication
- Verbal and Non verbal
- Customer/Client Handling
- Grammar
- Presentation Skills
- Interpersonal Skills

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

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