

Business Etiquette: Email, Dress & Dining

Learn to build professional relationships, communicate across media and navigate social and dining events with confidence.

5 Days

DURATION

5

MODULES

30

TOPICS

COURSE OVERVIEW

This course examines how changing communication norms and social expectations shape professional reputation and relationships. It covers personal presentation, body language and networking, before moving into etiquette across email, formal writing, instant messaging, social media, online meetings and interviews. It then addresses social events, including invitations, forms of address, introductions, small talk and dining etiquette. Finally, it looks at ongoing self-improvement through goal setting, wardrobe planning, gift-giving and building confidence.

WHO THIS COURSE IS FOR

Business Professionals

Client-Facing Staff

Managers

Sales Executives

Networking Professionals

LEARNING OBJECTIVES

- Explain how changing communication norms affect professional reputation
- Identify ways to establish and maintain cordial relationships
- Apply appearance, grooming and body language to professional settings
- Compare communication etiquette across email, messaging and social media
- Plan introductions, small talk and forms of address for events
- Interpret table settings and dining etiquette for social occasions
- Assess personal style and tailor it to different situations
- Describe methods for setting goals and following up with contacts

5 Modules, 30 Topics

DAY 1

01

The Changing World of Etiquette and Social Expectations

TOPICS

- The changing world of communication and the challenges it poses
- The importance of relationships and their impact on reputation
- Establishing and maintaining cordial relationships
- What is your reputation and what would you like it to be?
- Targeting people in your network – what relationships do you need to succeed?
- First impressions count and how to make them

DAY 2

02

Investing in Yourself

TOPICS

- The importance of appearance, dress, and grooming
- The importance of body language from handshake to hangouts
- Touchpoints and Moments of Truth
- How to prepare for and profit from any networking opportunity
- Assessing and tailoring your style
- Personality types and how to deal with difficult people

DAY 3

03

Etiquette Across All Media

TOPICS

Email etiquette · Formal writing – letters, memos, and reports · Instant messaging · Social media · Online meetings · Interviews

04

Mastering Social Events

TOPICS

- How to issue and reply to invitations
- Correct forms of address
- How to introduce people?
- Making small talk
- Dining etiquette and making sense of table settings
- Have them 'eating out of your hand'

05

Continuous Improvement

TOPICS

- Setting SMART goals for self-improvement
- Researching your contacts
- Building up a wardrobe for all occasions; dress codes
- Giving and receiving gifts – How to choose?
- The power of follow-up and staying in touch
- Building your confidence and presence

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

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Live Online Classes (ILO)

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Flexi (Self-Paced)

1-on-1 Training

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