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# *Business Etiquette*

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Success in any industry relies on relationships, whether with co-workers, clients, suppliers or investors. When you're well-mannered and considerate in dealing with others, you create engaging, productive and long-term business relationships. As such, it is important to learn, not just the technical side of a business, but how to conduct one's self in the company of others. This is where business etiquette comes in!

## **Modules**

- Define Etiquette.
- The Meet & Greet - The 3 C's of a good impression.
- Networking for Success
  - Creating an Effective Introduction
  - Making a Great First Impression
  - Minimizing Nervousness
  - Using Business Cards Effectively
  - Remembering Names
- Dining in Style
- Business Email Etiquette
- Phone Etiquette
- Formal and an informal letter.
- Create an effective 'Thank You' note.
- Dressing for Success
  - Meaning of colors
  - Interpreting common dress codes
- Basic guidelines in International Etiquette.

## **Learning Outcomes**

The Business Etiquette Workshop enables the participants to understand the guidelines on how to make effective introductions as well as provide guidelines for the practice of business etiquette across different situations.



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## **2 Day Workshop**

### Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

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### Wrapping up

- Activities
  - Words from the Wise
  - Review of Parking Lot
  - Lessons Learned
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