

Course Description

Setting the Standard in Professional Behavior AMS2002

Overview

In business, the difference between success and failure, or advancement or stagnation can often be measured by one's ability to project a professional image. Experienced business associates will tell you it's not the steak, but the sizzle that counts. That same concept applies to those who possess the skills and knowledge to effectively manage every business encounter.

Setting the Standard in Professional Behavior explores the unwritten and often unspoken rules of proper business etiquette. Through group discussion, case study, and everyday examples of proper business behavior, participants identify the simple, yet expected behaviors that will set them apart from their competitors, and get them noticed by senior management!



Learning Objectives

- The Importance and Relevance of Emotional Intelligence
- Dress for Success: What it Means and How to do it
- Meeting Manners: An Increasingly Lost Art
- Understanding the 7 Second Rule and How to Use it to your Favor
- Surviving and Thriving at Social Events
- Disagreeing, Without Being Disagreeable
- The Power of Thank You

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is accompanied by hands-on exercises with emphasis is on practical applications. Participants will prepare a personal development plan at the end of the program.

Delivery Options

Duration

.5 days

Who Should Attend

- Anyone looking to advance within their organization
- Associates interacting with clients and stakeholders
- Sales associates looking to sharpen their presentations
- Anyone representing their organization in public