

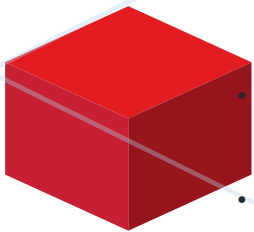
COURSE CONTEXT

- Etiquette and ethics in the workplace is necessary for personal and organisational productivity.
- Cross-functional communication and cooperation are enhanced through appropriate etiquette.
- Employee, departmental and organisational productivity are improved with simple workplace behavioural improvement.
- New and inexperienced employees risk following ineffective workplace behaviours in etiquette without the clarification of the dos and don'ts.

COURSE OBJECTIVES

By the end of this course, Participants will be able to:

- Clarify the importance of basic etiquette in order to enhance the working environment.
- Understand the importance of employees working to required ethical standards.
- Explain dos and don't of workplace etiquette and develop appropriate behaviours.
- Improve interpersonal skills.



COURSE OUTLINE

Introduction and Scene Setting

- The importance of ethics and etiquette.
- Einstein and continuous improvement.

Ethics and Etiquette in Context

- The rules of society.
- The chain of events.
- A key principle.

What are Ethics at Work?

- Ethics defined.
- Ten gold rules of ethics.
- Perception exercise.
- Communication exercise.

Dealing with Diversity

- Cultural awareness.
- Interpretations and personal awareness.
- Personal introductions.

Exploring Etiquette

- Etiquette defined.
- Ten golden rules of etiquette.
- Dos and don'ts.
- Common workplace situations role-played.
- Facilitated group feedback.
- Situational challenges role-played.

WHO SHOULD ATTEND

- New starters and inexperienced employees who require an understanding of ethics and etiquette standards.
- Groups who have diverse standards or etiquette and require clarification.

RESULTS

Business Benefits

- Attendees develop appropriate workplace behaviours.
- Ethics-based values are used in employee interaction.
- Improve the workplace environment for all.

RESULTS

Personal Benefits

- Foster more open and cooperative relationships, improving performance.
- Improved personal effectiveness due to more inclusive interpersonal skills.
- Create a solid foundation of workplace behaviours through etiquette and ethics that will serve throughout your career.

