

# Business Etiquette

## Business Etiquette

*A one day workshop to change the way you do business*

**Swift NRM**, with New Horizons, is delivering the acclaimed Business Etiquette workshop in Toowoomba.

In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible manner.

A faux pas at the wrong time can damage your career. If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this workshop will allow you to take a quantum leap forward in skill, sophistication and confidence.

*Places are limited to 12 participants.  
Catering will be provided.*

- **Finesse** introductions, from shaking hands and using eye contact to remembering names
- Dress appropriately for every business **occasion**
- Feel more **confident** of your business communication in every situation
- Use your business cards **wisely**
- Gain that extra **edge** that establishes trust and credibility



<b>DATE:</b>	Tuesday, April 20, 2010
<b>TIME:</b>	8:45am to 5pm
<b>VENUE:</b>	Zen Room #2, The Cube Hotel Cnr Margaret & Neil St, Toowoomba
<b>COST:</b>	\$440
<b>RSVP:</b>	Tammy Caldicott 07 4637 6270 Tuesday, April 6, 2010
<b>PARKING:</b>	On-street parking, Margaret Street Neil Street Carpark, Neil Street (one way)

New Horizons<sup>®</sup>  
Learning Centres

swift  
NRM

Finding community  
solutions to  
NRM challenges

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## Workshop Outline

### Module 1 Fear of Embarrassment

- Some of the causes of embarrassment
- Fear of embarrassment promotes stress in a business or professional settings
- Some solutions to avoid embarrassment

### Module 2 Test Your Business Etiquette

- Review and debate questionnaire answers

### Module 3 The Handshake

- The important first few minutes of a new relationship
- Five factors of a good handshake

### Module 4 Business Card Etiquette

- The business card ritual
- Giving and receiving business cards

### Module 5 The Skill of Making Small Talk

- A crucial business skill
- Do's and don'ts of small talk

### Module 6 Do You Remember Names?

- Four keys to remembering names
- Practice makes perfect

### Module 7 Making That Great First Impression

- The ways to impress
- Practice makes perfect

### Module 8 Dress for Success

- Dressing the part
- What's your code?
- Adding colour to your wardrobe

### Module 9 Business Dining

- Eight hot tips
- Demonstration
- Other rules

### Module 10 E-Mail and Telephone Etiquette

- As important as face-to-face
- Key points of telephone manners
- Key points of e-mail manners

### Module 11 Personal Action Plan



For more information and a quote for Swift NRM services, contact:

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