



Professional Etiquette for Productivity Improvement

Topic Importance

"Treat People as if they were what they ought to be and you help them to become what they are capable of being." - Johann Wolfgang Von Goethe. Professional etiquette results in exemplary leadership, exceptional customer service and profitable business. This Interactive Workshop will guide you to apply professional etiquette techniques to increase productivity and communications.

Objectives

During this presentation, you will have opportunities to:

1. Define professionalism in the workplace – **Team Exercise**
2. Apply the art of effective introduction – **Team Exercise**
3. Identify benefits, both on a personal and professional level – **Team Discussion**
4. Rate your "**Etiquette**" level – **Individual Exercise**

Benefits

As a result of this Seminar, in 3 short hours you will learn:

1. Four common mistakes to avoid
2. Three anatomy roles for effective communications
3. Six benefits of effective business etiquette
4. Ten observations to assess your "**Etiquette**" level

Expertise

Acquired from several years as a Corporate Manager, from MBA and Ph.D. (ABD) studies and research. Successfully applies these techniques as a Corporate Trainer and Motivational Speaker who delivers training workshops and keynote speeches to organizations.

Target Audience

Administrators, Business Owners, Executives, Managers, Professionals, Supervisors, Support Staff and anyone who wants to apply business etiquette to become more productive

Duration

3-Hour **Interactive Workshop**

Class Size

12-15 participants - optimum for increased personalized attention and more interactions

Why **P**ositive **A**ctions

Since 2001, **P**ositive **A**ctions has motivated teams to increase productivity, teamwork and communications with each other and their customers through customized value-added Training Seminars and Motivational Speeches. Positive Actions quickly provides customized, creative, cutting-edge and value-added training solutions to satisfy your training needs. For example, we had a 2-day turnaround to provide training solutions to a major corporation that we successfully accomplished. Organizations save time and money and increase productivity that increase profits by using techniques learned in our workshops. Additionally, **P**ositive **A**ctions provides timely follow-up to enhance business objectives.

"Thank you for your wonderful seminar on Public Speaking. My group of trainers as well as myself learned so much from the exercises. We all felt empowered and more confident in our training capabilities."

L. Rones, Nordstrom Regional Director

Invest in your employees with **Positive **A**ctions today—satisfied employees provide fantastic customer service!** *"Companies that invest above the average in employee learning outperform the stock market by more than 45%. Those that don't, under perform by 22%."* (ASTD/Bassi).



Professional Etiquette for Productivity Improvement

Select the sections that will best meet your team's needs from the list below:

1. Art of Small Talk
2. Managing Effective Meetings: Meeting Etiquette
3. Managing Conflict
4. Be a Networking Maven
5. Demo Anatomy Roles
6. Technology Etiquette
7. Remember Names
8. Dress for Success
9. Dealing with Personality Issues
10. Characteristics of Professionalism
11. Effective Communications
12. Dining Protocol
13. Courtesy
14. Providing Stellar Service
15. Motivation
16. Appreciation: Thank You Cards