



Workplace Etiquette Training

Training Agenda

Day 1	Welcome & Program Overview	15 Minutes	9:00 AM – 9:15 AM
	What is “Etiquette”	25 Minutes	9:15 AM – 9:40 AM
	General Etiquette principles and “Precedence	35 Minutes	9:40 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Social Courtesy	45 Minutes	10:30 AM – 11:15 AM
	Courtesy at Workplace	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM
	Day 2	Reviewing the previous day topics	15 Minutes
What is “Deportment”?		25 Minutes	9:15 AM – 9:40 AM
First Impression Importance		35 Minutes	9:40 AM – 10:15 AM
Coffee Break		15 Minutes	10:15 AM – 10:30 AM
Walk, Sit and Stand with Style!		45 Minutes	10:30 AM – 11:15 AM
Handshake Styles		35 Minutes	11:15 AM – 11:50 AM
Conclusions		10 Minutes	11:50 AM – 12:00 PM
Day 3		Reviewing the previous day topics	15 Minutes
	Small Talk Etiquette	25 Minutes	9:15 AM – 9:40 AM
	Verbal and Non-verbal Communication	35 Minutes	9:40 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Dealing With Rejection and Criticism	45 Minutes	10:30 AM – 11:15 AM
	Netiquette	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM
	Day 4	Reviewing the previous day topics	15 Minutes
General Dress Code		25 Minutes	9:15 AM – 9:40 AM
Workplace Dress Code		35 Minutes	9:40 AM – 10:15 AM
Coffee Break		15 Minutes	10:15 AM – 10:30 AM
Accessories Code		45 Minutes	10:30 AM – 11:15 AM
Personal Hygiene		35 Minutes	11:15 AM – 11:50 AM
Conclusions		10 Minutes	11:50 AM – 12:00 PM