



Staff Training



BUSINESS ETIQUETTE AND PROFESSIONALISM

This course helps professionals apply business etiquette and protocol to build strong relationships with colleagues and clients, while navigating South Africa's diverse workplace culture.

Duration: 1-Days

Business Etiquette and Professionalism

Course Overview: What is Business Etiquette Training?

This 1-day workshop explores the challenges and strengths of conducting business in a multi-cultural society. It addresses latent prejudices and encourages participants to shift toward solutions through discussions and sharing real-life experiences. The program helps identify appropriate workplace behaviours, potential sources of conflict, and professional ways to resolve them, fostering a respectful and inclusive environment.

Designed for diverse teams, the course combines cultural awareness with practical etiquette skills. Through interactive sessions, attendees gain tools to navigate social dynamics confidently, enhancing personal professionalism and team harmony in any business setting.



In our diverse working environment with numerous cultures represented, it is necessary for all South Africans to attend this course at least once in their business careers.

Who Should Attend this Course?

This course is ideal for:

- All staff members working in a business environment, across departments.
- Professionals seeking to improve interpersonal skills in multi-cultural workplaces.
- Individuals aiming to build confidence in handling etiquette-related challenges.

Learning Outcomes

By the end of this 1-day workshop, participants will be able to:

- Understand modern etiquette in the context of South African business culture.
- Recognise how personality, culture, gender, and generational differences influence workplace interactions.
- Apply strategies for effective cross-cultural communication and conflict resolution.

- Maintain professional grooming, time management, and client relationships.
- Conduct introductions, meetings, and farewells with poise.
- Share office space respectfully and uphold professional standards in telephone, electronic, and written communication.
- Discern personal, societal, and business behaviours to interact with ease and confidence in any professional function.

Content

Manners and Etiquette	• Defining modern etiquette and its relevance to South African business culture.
Personality	• Exploring overlaps between culture, etiquette, and personal preferences. • Four-tier personality typing for better self-awareness and team understanding.
The Etiquette of Cross-Cultural Communication	• Defining culture and business culture. • Overcoming reluctance in cross-cultural interactions.
Gender and Etiquette	• Understanding true gender equality alongside polite behaviours.
Generational Differences	• Identifying influences on each generation. • Bridging etiquette gaps through insight into generational actions.
Grooming	• Linking good grooming to respectful etiquette
Self and Time Management	• Comparing Monochronic and Polychronic approaches. • Addressing current business challenges in time management.
Making Introductions	• Handling meetings, greetings, farewells, and introductions professionally.
Keeping a Professional Client Relationship on Site	• Avoiding pitfalls when spending extended time at client premises.
Sharing Office Space	• Do's and don'ts for harmonious shared workspaces.
Have a Professional Telephone Manner	• Balancing informal and professional phone etiquette.
Ensure Professional Electronic Communication	• Step-by-step guide to typing emails, including format and length.

Keep Your Written Communication Professional

- Maintaining professionalism on social media platforms.

Why Choose This Course?

Backed by Staff Training's expertise, this workshop provides practical insights into etiquette and professionalism tailored for South Africa's diverse workplaces. Enhance your ability to navigate cultural nuances, reduce conflicts, and build stronger professional relationships in just one day.

Elevate your professional presence and contribute to a more inclusive work environment!

The course content aligns with the following SAQA unit standard, which guides the workshop's theories and outcomes.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
14359	4	5	To apply leadership concepts in a work context

Note: The unit standards above are an indication of the workshop's content. Our theories are designed to include the outcomes recommended by SAQA US IDs.

Continue reading to learn more about our optional add-on's, and to find the outline for this course's specific Afterburner.

Contact us should you have any queries or need assistance, we're standing by to take your call!



Optional Purchases: When ROI and Implementation Matter!

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited training options

Most of our workshops are aligned with SETA Accredited unit standards, **or** you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are an optional addition to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace. An outline of Afterburner content is included in this document, if available for the chosen workshop.

Skills Check

Skills Assessment Checks are a further optional enhancement tool. These Skills Checks are structured to help the learner improve on the implementation of new skills through a goal driven process of accountability and reflection. Skills Checks are extremely useful in the measurement of ROI of soft skills training.

LevelUp Coaching

A 2 hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. These sessions are particularly useful for unpacking real life scenarios and assisting with converting theory into practice under the tutelage of an experienced coach.

Surveys

Pre- and post-workshop surveys are available to help determine your specific goals and current training or change related needs. Surveys are a great measurement tool and help determine the impact of HR and management efforts.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)



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