

Business Etiquette

Skills for the 21st Century



Skills For Life...



Course Overview—(10-12 hours)

Business Etiquette Certification provides the basic for business etiquette and the proper practices for being in a business environment. Learn the business etiquette for meetings, entertaining, telephoning, and Internet business interactions. You will also learn etiquette challenges for a multi-cultural world. When you complete this program, you will take the **Business Etiquette Certification** exam.

- Introduction to Business Etiquette
- Greetings & Introductions
- Business Ethics
- Entertaining Etiquette
- Telephone Etiquette
- Internet Etiquette
- Business Attire & Professionalism
- Disability Etiquette
- Multi-Cultural Challenges