



Date of Commencement: 21, 23, 28 & 30 Sep 2010  
 Duration: 4 evening sessions  
 Time: 7.00pm - 9.30pm  
 Venue: IACT College  
 Fees: RM400 per participant  
 HRDF Training Grant: SBL

**W**e all know that a successful business is developed through relationship building. How you relate to colleagues and maximize your personal interactions with clients are both vital to your professional success. In today's high-tech environment, business etiquette reaches far beyond the traditional workplace. Likewise, social protocol can be a crucial step to misstep for your company's reputation.

### Objectives:

Upon completion of this course, participants will gain insight in:

- Proper use of corporate technology, including email, voicemail.
- Corporate Hospitality including introductions and greetings.
- Body Language.
- Dining and entertaining etiquette and appropriate behavior in business social setting.

### Contents:

- Handshaking & greetings
- Introductions
- Receptions
- The business meal
- Clients in your office
- Business card usage
- Telephone skills
- Business receptions and meals
- Business travel
- Effective correspondence
- Presence, awareness and body language

**Suitable for professionals who wish to enhance their skill set, young executives with aspirations for advancement, individuals who wish to improve their personal and professional image.**