

Business Etiquette for the Modern Workplace

GoSkills online course syllabus

Skill level

Beginner

Lessons

19

Accredited by

CPD

Pre-requisites

No prior experience needed

Video duration

45m

Instructor

Nisha Trivedi

Introduction

1 Defining business etiquette

In today's fast-paced, technology-driven workplace, you may feel overwhelmed when figuring out how to conduct yourself in professional situations.

Introducing Yourself Effectively

2 Introducing yourself properly

Introductions can be overwhelming, but they can be made easier with step-by-step instructions.

3 Getting names right

To make a good first impression, you need to get people's names right.

Communication Etiquette

4 Communication best practices

Applying key principles of business communication can turn you into a skilled, tactful communicator.

5 Email communication

Email communication can be tricky since you have to use words to convey information and tone.

6 Conference calls

Have you ever been frustrated during conference calls due to poor communication?

7 Appearing on video

During video calls, maintaining a professional appearance ensures a good impression.

8

Texting appropriately

Texting is a medium ripe for misunderstanding and miscommunication, which makes it especially challenging to use at work.

Business Social Situations

9

Breaking into groups

Have you ever attended an event where you didn't know anyone, and wondered how to break in?

10

Networking dilemma

Ending a conversation can feel awkward, but it's often necessary to maximize your networking.

11

Thanking your host

It's important to thank the host of a professional event to build and maintain a good relationship.

Handling Difficult Situations

12

Being polite but direct

Given the wide range of tricky interpersonal situations you may encounter at work, it's important to have overarching strategies for handling them.

13

Negotiating back-to-back meetings

When your schedule is full of back-to-back meetings, it's important to minimize disruption for yourself and others.

14

Responding to rude attendees

A disruptive meeting attendee can affect the tone of a meeting, but it's best not to fuel the fire.

15

Inconsiderate office behaviors

A professional appearance and actions are crucial for making a good impression.

Social Media Etiquette

16

Considerations before posting

Using social media appropriately maintains a strong reputation for you and your organization.

17 Using LinkedIn wisely

Through LinkedIn, you can create a positive professional impression online - if you use it wisely.

18 Social media channels

There are clear do's and don'ts when communicating on social media channels when you're in a professional capacity.

Conclusion

19 Doing your best

Thanks for watching this course!

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