

Workplace Etiquette

Duration: 5 Days

Language: en

Course Code: PH1-134

Objective

Upon completion of this course, participants will be able to:

- Understand the importance of workplace etiquette in fostering a respectful and productive environment.
- Learn to communicate effectively and professionally in diverse work settings.
- Gain skills to manage interpersonal conflicts and work collaboratively with others.
- Develop an awareness of cultural sensitivities and how they impact workplace interactions.
- Master the proper use of digital communication tools, ensuring professional and appropriate interactions.
- Apply proper behaviour during meetings, networking events, and day-to-day interactions.

Audience

This course is intended for:

- **New Employees** : Those entering a professional work environment for the first time and needing guidance on proper workplace behaviour.
- **Mid-Level Professionals** : Individuals looking to refine their interpersonal skills and improve their workplace relationships.
- **Managers and Team Leaders** : Leaders responsible for maintaining a respectful and inclusive work environment who need to model appropriate etiquette for their teams.
- **Remote Workers** : Employees working in a virtual setting who need guidance on digital communication etiquette.
- **Diverse Workplaces** : Teams in multicultural or multinational settings where understanding and respect for cultural differences are crucial for collaboration.

Training Methodology

This course will blend interactive and practical learning methods to ensure participants engage fully with the content. The methodologies include:

- **Lectures and Presentations** : Delivered by experienced trainers to provide participants with the theoretical foundation of workplace etiquette.
- **Role-Playing Exercises** : Participants will engage in various scenarios to practice conflict resolution, professional communication, and digital etiquette.
- **Group Discussions** : Participants will share experiences and discuss workplace dilemmas, fostering an exchange of diverse perspectives.
- **Case Studies** : Real-world examples will be analysed, allowing participants to apply learned etiquette principles to practical situations.
- **Quizzes and Assessments** : To gauge understanding and retention of course materials, quizzes will be integrated throughout the course.

Summary

Workplace etiquette refers to the guidelines governing how individuals should behave and

interact in a professional environment. This training course aims to help employees and managers alike foster a respectful, inclusive, and efficient workplace. It covers essential topics such as communication, respect for colleagues, proper use of technology, handling conflicts, and understanding cultural sensitivities. By following workplace etiquette, individuals can contribute to a harmonious work environment where productivity is enhanced, and misunderstandings are minimised.

In today's diverse workplaces, maintaining proper etiquette is not just a matter of professionalism but also of respect for others' perspectives and backgrounds. The course is designed to provide both theoretical understanding and practical applications of workplace behaviour. Employees will learn to navigate complex professional interactions, manage interpersonal conflicts respectfully, and project a positive image for themselves and their organisation.

Upon completion, participants will have the tools to improve their communication and collaboration skills, demonstrate professionalism, and contribute to a more positive and productive work culture. By adhering to workplace etiquette, employees build better relationships with their peers and ensure that they are perceived as reliable, respectful, and competent professionals.

Course Content & Outline

Section 1: Introduction to Workplace Etiquette

- Definition and Importance
- Impact on Workplace Culture and Productivity
- Common Misconceptions

Section 2: Professional Communication

- Verbal and Non-Verbal Communication
- Active Listening and Feedback
- Tone, Clarity, and Diplomacy in Written Communication

Section 3: Digital Etiquette in the Workplace

- Email Etiquette: Timeliness, Formality, and Tone
- Using Instant Messaging and Collaborative Tools Professionally
- Proper Use of Social Media in Professional Settings

Section 4: Interpersonal Relationships and Respect

- Understanding Boundaries in Professional Settings
- Maintaining Respectful Interactions with Colleagues
- Dealing with Different Personalities

Section 5: Conflict Resolution in the Workplace

- Identifying and Addressing Conflicts
- Mediation Skills and Professional Approaches to Resolution
- Avoiding Escalation: Finding Common Ground

Section 6: Cultural Sensitivity and Diversity Awareness

- Recognising and Respecting Cultural Differences
- Adapting Etiquette for Multicultural Workplaces
- Inclusive Communication and Behavior

Section 7: Meeting and Event Etiquette

- Professional Behavior in Meetings
- Hosting and Attending Business Events
- Networking Etiquette: Building Relationships Professionally

Section 8: Time Management and Punctuality

- The Importance of Timeliness in Professional Settings
- Managing Time Effectively in a Collaborative Environment
- Dealing with Deadlines and Workplace Commitments

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Administration & Secretarial, Human Resources Management (HRM), Management & Leadership

Tags

Work Ethics, Work Etiquette

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Workplace Etiquette Rules You Should Follow In 2025

Discover the realm of business etiquette's profound impact on career success. Uncover essential insights, tips, and strategies for nurturing a workplace culture defined by respect and professionalism.