



CORPORATE BEHAVIOUR

Training Topics:

Personal Grooming & Etiquette

- **Social Graces, Etiquette and Body language**
 - **Making a Great First Impression:**
 - How to present yourself to people
 - Greetings, Introductions
 - Developing Your Professional and Personal Image
 - Personal Hygiene
 - Polish interpersonal skills
 - **Etiquette of Dressing:**
 - The do's and don'ts in dressing
 - Understand various dress codes for different occasions
 - Clothes and Corporate Culture
 - **The Do's and Don'ts in Conversation:**
 - Enhance communication skills
 - Build self-confidence and self-esteem
 - Rapport building

Interpersonal Skills Winners Solutions

- **The Basics of Interpersonal Communication**
 - Starting and sustaining conversations that are engaging
 - Handling conversations with the opposite sex
 - Acknowledging differences
 - Giving and receiving compliments
 - Coming across as a positive person
 - Avoiding bad conversational habits



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- **Displaying Courteousness and Thoughtfulness at the Workplace**

- Being thoughtful to colleagues regardless of position
- Sticking to convictions as diplomatically as possible
- Apologizing
- Showing appreciation
- Extending courtesy to guests, consultants, and new employees

E-Mail Etiquette

- General etiquette
- Sending effective messages
- Form and tone of the messages
- Responding to messages
- Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

Telephone Etiquette

- Taking calls
- Making calls
- Do's and Don'ts over the telephone
- Cell Phone Etiquette

Business Communication

The Building Blocks of Effective Business Communication

- Structuring communication:
 - Having a clear objective
 - Highlighting critical points
 - Being clear and concise
 - Understanding the audience



CORPORATE BEHAVIOUR

- Listening
 - Active Listening
 - Reflective Listening
 - Passive Listening

Training Hours:

The Campus to Corporate Training Program will be 16 hours spread across 2 days.

Training Methodology:

- Games and Group Activities
- Interactive group discussions
- Movie clips
- Team activities
- Role Plays.

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