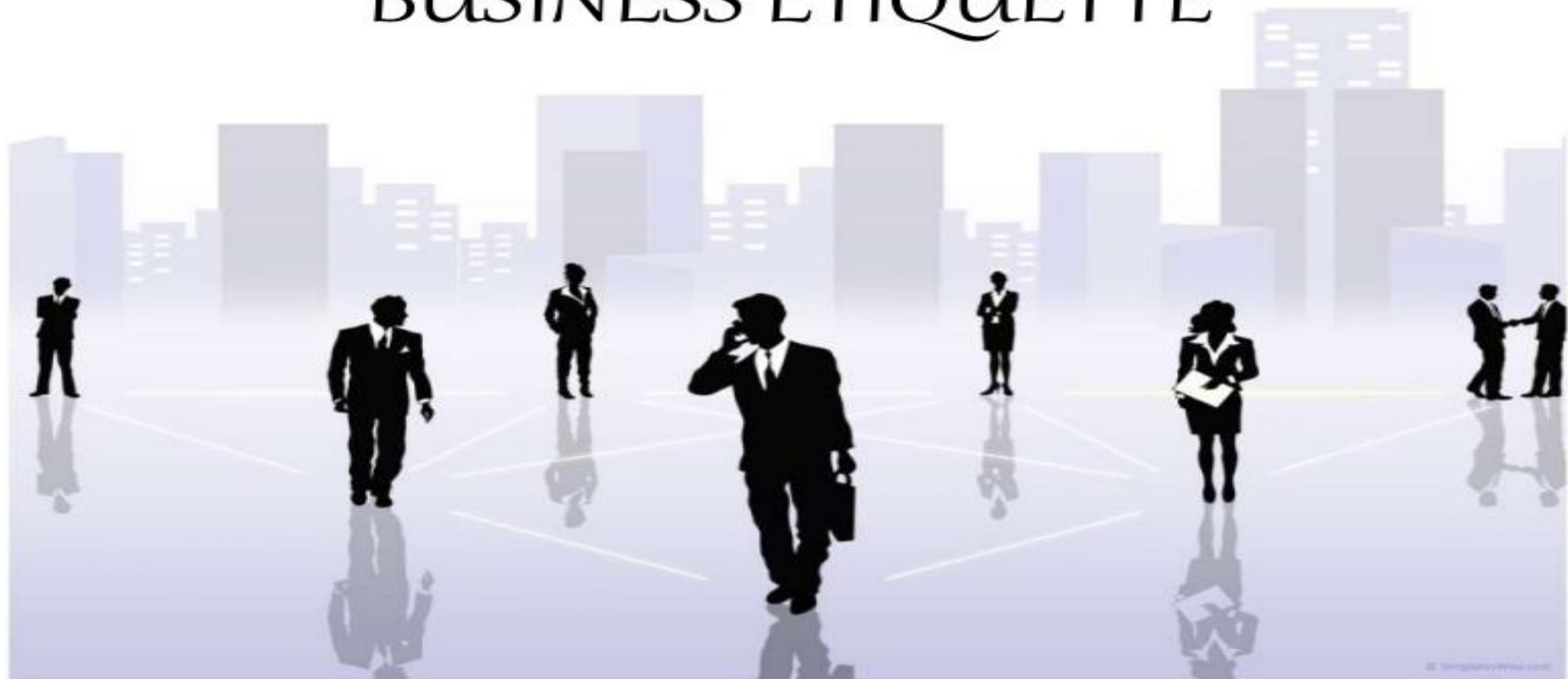


BUSINESS ETIQUETTE



Email etiquette

- Email etiquette is so new – the rules are evolving because of our increased use of email
- Some general rules of etiquette should be observed

Need of Email Etiquette

- Professionalism
- Efficiency
- Protection from liability

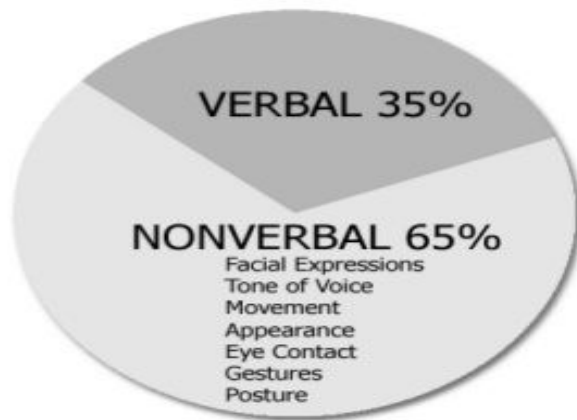


BODY LANGUAGE



Types of body language

- **Eye contact**
- **Face**
- **Posture**
- **Hand Gestures**
- **Personal space**
- **Body contact**



Dining Etiquette

An illustration featuring a central white plate with a light blue rim on a red and white checkered tablecloth. Two hands, wearing white cuffs and dark blue sleeves, hold a silver fork and knife. The text 'FROM AROUND THE WORLD' is written on the plate. In the background, there are other plates: a dark brown one on the top left, a light brown one on the middle left, and a white one with a dark center on the top right.

FROM
AROUND THE
WORLD



Telephone Skills & Etiquettes

- Building the right Image for the Organization
- Power of non-verbal communication
- Importance of Tone, Speed and Volume over the Telephone
- Importance of Active Listening
- Handling difficult customers



Meeting Etiquette

List key tips under each part

- **Before – on arrival at premises**
- **At reception/entering the shop**
- **During the meeting**
- **After the meeting**



Dress Etiquette

- The Professional looks
- Dress for the part
- Simple but Classy
- Grooming

