

THE ART OF WORKPLACE ETIQUETTE



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TRAINING CENTER



Introduction

Professional conduct shapes how people are perceived long before their expertise is tested. Small habits how a message is written, how a meeting is run, how a colleague is greeted build or damage credibility every day. This The Art of Workplace Etiquette Training Course gives participants clear standards for behaving professionally across modern work environments. Furthermore, it covers email and digital etiquette, meeting conduct, dress and presentation, cultural sensitivity, and respectful communication in shared spaces. Participants also learn to handle awkward situations, office politics, and remote-work norms gracefully. As a result, they leave able to represent themselves and their organizations with confidence and consideration.

The Art of Workplace Etiquette Course Objectives

- Apply the core principles of professional etiquette respect, awareness, and consideration.
- Manage first impressions and professional self-presentation effectively.
- Write polite, clear emails following digital etiquette standards.
- Run and participate in meetings productively using structured ground rules.
- Adapt dress, grooming, and presence to different workplace settings.
- Greet, introduce, and address colleagues, clients, and executives correctly.
- Navigate business meals, events, and hosting duties with confidence.
- Communicate respectfully across cultures and generations.
- Handle awkward situations, interruptions, and office politics professionally.
- Apply phone, video, and remote-work etiquette in hybrid teams.

Course Methodology

- Interactive workshops built around real workplace situations.
- Guided practice in introductions, email writing, and meeting conduct.

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- Role-play exercises covering difficult or awkward interactions.
- Case studies from office, client-facing, and hybrid work settings.
- Self-assessment of personal habits and professional presence.
- Action planning that links each standard to the participant's own role.

Who Should Take This Course

- New employees building professional habits from the start.
- Administrative professionals and executive assistants.
- Customer-facing and frontline service staff.
- Professionals working in client, hospitality, or public settings.
- Team leaders setting behavioural standards for their teams.
- Anyone working in hybrid or international workplace environments.

The Art of Workplace Etiquette Course Outlines

Day 1: Principles of Professional Etiquette

- Defining etiquette as respect, awareness, and consideration.
- Understanding how perception and credibility are formed.
- Managing first impressions in person and online.
- Reading workplace culture and unwritten rules.
- Balancing authenticity with professional expectations.
- Handling introductions, handshakes, and titles appropriately.
- Completing a personal professional-conduct audit.

Day 2: Digital and Written Etiquette



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- Writing professional emails with clear subjects and tone.
- Applying reply, reply-all, and forwarding etiquette.
- Managing messaging apps and response expectations.
- Using video-call etiquette: camera, muting, and background.
- Respecting confidentiality in digital channels.
- Choosing the right channel for each message type.
- Practicing email rewrites in group exercises.

Day 3: Meetings, Timing, and Shared Spaces

- Preparing for meetings with agendas and clear roles.
- Participating actively without dominating discussion.
- Following meeting ground rules and speaking order.
- Managing phones, interruptions, and multitasking politely.
- Respecting punctuality, deadlines, and shared calendars.
- Behaving considerately in shared offices, kitchens, and lifts.
- Practicing structured meeting participation.

Day 4: Presentation, Dress, and Business Occasions

- Dressing appropriately for different professional contexts.
- Maintaining grooming, posture, and professional presence.
- Representing your organization at events and receptions.
- Applying dining etiquette during business meals.
- Hosting and welcoming guests, clients, and visitors.
- Handling business cards, gifts, and cultural customs.
- Practicing reception and hosting scenarios.





Day 5: Cultural Sensitivity and Difficult Situations

- Communicating respectfully across cultures and generations.
- Avoiding assumptions, slang, and exclusionary language.
- Managing awkward moments and accidental offense.
- Handling gossip, complaints, and office politics gracefully.
- Giving and receiving apologies professionally.
- Supporting inclusive behaviour in hybrid teams.
- Preparing a 90-day professional conduct action plan.

Conclusion

By successfully completing The Art of Workplace Etiquette, participants will gain the knowledge to present themselves professionally, communicate with consideration, and adapt their behaviour to different workplace settings and cultures. They will acquire skills in digital etiquette, meeting conduct, business presentation, and tactful handling of difficult situations that strengthen working relationships. Gentex Training Center builds this course around practical scenarios, so learners return ready to represent their organizations with confidence and respect.

FAQs

Q1 What is "The Art of Workplace Etiquette" course about?



It covers the professional standards that shape how people behave and are perceived at work. The course addresses self-presentation, email and digital etiquette, meeting conduct, dress and business occasions, cultural sensitivity, and handling awkward or difficult situations gracefully.

Q2 What are the key benefits of "The Art of Workplace Etiquette" course?

Participants build stronger professional credibility, communicate more courteously, and avoid misunderstandings that damage relationships. They also feel more confident in client settings, events, and hybrid meetings, and help create a respectful workplace culture. These gains improve teamwork and professional reputation.

Q3 What skills will I gain from "The Art of Workplace Etiquette" course?

You will gain professional self-presentation and first impressions, digital and written communication etiquette, meeting and shared-space conduct, and cultural sensitivity with tactful situation handling. These four skills work together to make professional behaviour consistent and confident.

Q4 What tools, methods, or standards are covered in "The Art of Workplace Etiquette" course?

The course covers email etiquette conventions including subject, tone, and reply-all rules, meeting ground rules and agendas, video-call protocols, dress-code frameworks by context, business dining and hosting etiquette, business card and gift customs, inclusive language guidelines, and apology and conflict-repair scripts.



Q5 How is "The Art of Workplace Etiquette" course applied in real-world practice?

Participants rewrite real emails, practice introductions and meeting participation, and rehearse hosting and reception scenarios through role-play. They then apply the standards in their daily interactions, from hybrid meetings to client events, and track improvement through a personal action plan.