

1-Day Essential Business Etiquette

London, Manchester or Cheshire | Private Tuition

In an increasingly competitive marketplace, knowing how to behave in the professional world has never been more important. Having the extra polish to back up your brilliant business brain is a smart way to make you invaluable to your company. The world is getting a lot smaller and business travel is much easier than it ever was, and so it won't just be your own country where you do business – you need to know how to behave when on a mission abroad. This intensive course will equip students with the tools to ensure they get the upper hand in business situations. The course comes with a student workbook, which you will be able to take away directly after the course. Notes and further reading will be provided online shortly after your day with The English Manner.

INTRODUCTIONS & NETWORKING SKILLS

It's back to basics for the first part of the course as your tutor will discuss and explain the fundamentals of business protocol, networking & interpersonal skills

- Introducing yourself
- Avoiding the limp lettuce or bone crusher: the handshaking masterclass
- The place of social kissing in the world of work
- Introducing clients, colleagues and VIPs
- What to do when you've forgotten the client's name
- Small talk & topics to avoid
- Including bystanders and strangers
- Cultural differences with introductions & greetings
- Working the room
- How to behave in different business & business-social situations
- Moving in and out of a group
- Getting rid of the office party bore!

“People do business with people – despite the increase of technology. We need to know how to interact properly with others in order to progress up the career ladder.”

Emma Dupont, Tutor

INTRODUCTION TO CROSS-CULTURAL DINING SKILLS

The second part of the day focuses on food and how to eat it. Western dining is very much focussed on minimising the awareness that one is eating, and the many rules and protocols that come with the dining room can confuse many people, but once explained the myriad of cutlery and glasses is

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demystified forever. What could be worse than being taken out for lunch with a top client and showing yourself up as you begin to sweat when faced with an army of cutlery and glasses? As part of the day you will enjoy a one-course lunch in one of our venue's semi-formal dining rooms, where your tutor will continue this part of the course. *[See page 4 for more info.]*

Table tools: crockery, glassware, cutlery & linens
How to hold cutlery and glasses
Napkin placement
An introduction to the British place setting
Cultural differences in place settings
Polite table talk
How to eat soup elegantly, and other ways to handle tricky foods
“What’s that?!” Coping with unfamiliar cuisine
Tipping at home and abroad
Dining differences around the world
Passing the port

LOOKING LIKE YOU MEAN BUSINESS

We are firmly in the digital age, and many of us spend our working days hunched over our computers, slaving away at hot keyboards. Understandably, our posture has deteriorated and if not corrected then we’ll be very familiar with the chiropractor in later life. If you greet potential clients looking like a sack of potatoes, too, then no one is going to want to do business with you!

“How we come across physically is vital and is all part of those essential first seven seconds”

Diana Mather, Tutor

Sitting with poise and gravitas
Standing tall and knowing your space
Walking (yes, the book on the head really does work!)
Entering & leaving a room to capture attention
Body language: reading the silent signals

CORPORATE ENTERTAINING

Business is not just for the boardroom. Many professionals will be wined and dined at restaurants; even some job interviews for more senior positions will be conducted over the dining table – normally to see how your table manners shape up (if you eat like a primate they won’t let you dine with important clients and that promotion will go to someone with better table manners). Building on from the dining skills module of the course, this module will look at how to entertain international clients at your home, in restaurants and more.

Restaurant dining
Entertaining clients at home
Organisation of company events

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Guest lists, seating plans, name-badges and more: The role of the host
Replying to invitations, hostess gifts and timekeeping: Duties as a guest
Navigating networking events
Welcoming clients & colleagues at the airport

DRESSED FOR SUCCESS

It's all very well knowing how to shake a hand and how to introduce your Chief Executive, but if your clothes don't match your new found confidence and soft skills then you're back to square one. We will look at formal and semi-formal dress codes and what these really mean for men & women, the different expectations of employee dress within organisations, and how to handle dress-down Friday. Our clothes can say a lot about us and many do not think enough about what they pick out to wear in the morning and the connotations and silent messages that they give out.

From White Tie to Smart Casual: Dress codes explained
Company culture
Shoes, socks & hosiery
Shoe care and cleaning
Accessories & jewellery
Hair & grooming
Dress-down Fridays

"So few people know that you shouldn't wear brown shoes in London during a weekday but there are still those who do and will judge those who slip-up."

William Hanson, Tutor

BUSINESS PROTOCOL

Here we outline the essential nuggets of protocol that are still needed in the modern world of work. The dilemma about which side is best to stick your name badge at a networking event, and the numerous variations on handing out businesscards across the globe. Many groan when they hear the word protocol, but once explained then it becomes incredibly easy to understand and there's no need further need to worry. A working knowledge of business protocol will give you the extra confidence to impress your colleagues and boss.

Businesscards at home and abroad
Left or right lapel? Name badges
Answering the telephone
Entering an office: when and wear to sit
A businessman's props
Corporate gift giving

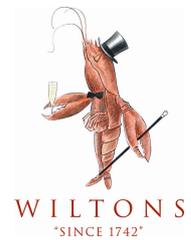
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ADDITIONAL MODULE

During our many years of training, we have found that each student wishes to come on the course for different reasons and so we are pleased to be able the choice of an additional module that, for an extra investment, can be included in your day with The English Manner.

Advanced Cross-Cultural Dining Skills (London only)

The way in which we conduct ourselves at the dining table remains the area our students and clients are most interested. For those who wish to enhance the basic introduction to table manners that the standard course provides we invite you to enjoy a formal three-course lunch at Wilton's restaurant on Jermyn Street, one of the oldest restaurant's in London, with your tutor. | Additional investment: £110 per person. [*Wilton's subject to availability.*]



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FURTHER INFORMATION

London venues available in Chelsea and Mayfair (subject to availability and seasonal rates).
We can also offer the course in central Manchester and south Cheshire.
(All subject to availability and seasonal rates).

Your tutor will be confirmed upon booking and depending on which module you choose as your option. If you have a preference for tutor, please inform us upon registering and we will try our utmost to accommodate. Please note that some tutors come with a premium.

10.30am start, 4.30pm projected finish (5.00pm projected finish if an additional module has been taken).

Standard price includes morning & afternoon refreshments and a light lunch.

London £699 | Manchester: £599 | Cheshire: £499. [All prices exclusive of VAT @ 20%.]
(All subject to venue choice, time of year and tutor availability).

Group booking discounts available: please enquire.

HOW DO I REGISTER?

Please complete our [Registration Form](#) on our website (we need one registration form per student). Once we have received and processed this, you will be sent, by email, an invoice. When we receive payment you will be sent a welcome email, which will contain all the final information you need to join us on the course.

Please do not hesitate to ask us any questions along the way: office@theenglishmanner.com

Please see [Terms and Conditions](#) as outlined on our website.

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