



*Online Programs*

# **BUSINESS ETIQUETTE**

*Master the Art of  
Professionalism*

**LEARN AT YOUR  
OWN PACE,  
LOCATION  
AND TIME!**



# ENHANCE YOUR COMMUNICATION, RELATIONSHIPS, AND WORKPLACE PRESENCE WITH TIMELESS BUSINESS ETIQUETTE SKILLS.

Professionalism starts with effective communication and respect. The **Business Etiquette Online Program** equips you with essential skills for interpersonal communication, handling difficult situations with diplomacy, and maintaining professionalism in all interactions.

This online learning program prepares you and your team to excel in both in-person and virtual settings, fostering better relationships and creating a lasting positive impact.



## END OF YEAR SPECIAL ONLY \$99

- ✓ 12 MONTH ACCESS
- ✓ 24/7 ONLINE AVAILABILITY

Sign up at [winningteamswin.com](https://winningteamswin.com)





# BUSINESS ETIQUETTE

## Managing for Cross-functionality Choosing the Right Interpersonal Communication Method to Make Your Point

Today there are more communication methods than ever before. Choosing the right method for the situation can have a huge impact on how your method is received. The further you stray from communication methods that are rich in personal attributes, the more likely it will result in a one-way communication. In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across and leaving your audience feeling informed, enlightened, and engaged.

## Conveying Your Message without Words

Communication conveys information. Whether we communicate through sound or through today's technology of touch screens and automated voice recognition systems, information gets expressed both verbally and nonverbally. In this course, you'll learn to recognize the outcomes of nonverbal messages conveyed using facial expressions, body movement, and gestures on your communication. You'll explore how to convey messages of confidence, respect, and sympathy through nonverbal communication means. You'll also learn best practices for communicating nonverbally in a virtual environment and how to identify the nonverbal communication areas that can vary between individuals and in different cultural contexts.





# BUSINESS ETIQUETTE

---

## Developing Diplomacy and Tact

Communication conveys information. Whether we communicate through sound or through today's technology of touch screens and automated voice recognition systems, information gets expressed both verbally and nonverbally. In this course, you'll learn to recognize the outcomes of nonverbal messages conveyed using facial expressions, body movement, and gestures on your communication. You'll explore how to convey messages of confidence, respect, and sympathy through nonverbal communication means. You'll also learn best practices for communicating nonverbally in a virtual environment and how to identify the nonverbal communication areas that can vary between individuals and in different cultural contexts.

## Difficult People: Why They Act That Way and How to Deal with Them

Anything taken to an extreme can be a liability, including human behavior. While confident, cautious, or energetic people can be perfectly tolerable in small doses when working together, they can also be annoying or problematic when their behavior is over-the-top. Then there are people who are just plain negative – their glasses are always "half empty". While occasional griping is acceptable when working on a team, the behavior of negative people can eventually wear you down. To ensure successful communication and collaboration in the workplace, it's vital you develop the skills needed for managing difficult people. In this course, you'll learn about the four types of difficult people: dominant-controlling, analytical-obsessive, expressive-impulsive, and skeptical-negative. You'll also discover techniques for dealing with difficult people, and for managing your own emotions.

## Enhancing Communication through Listening

Listening is one of the most important ways to ensure effective communication, yet it gets the least focus in a workplace. Listening plays a vital role in any collaborative environment because being able to listen well helps you understand other peoples' perspectives. In this course, you'll learn how to adopt some established best practices for more-focused and committed listening. You'll discover how to develop active listening skills and how to build trust with the power of attention and listening. You'll also learn to recognize the types of listening that help you better understand the messages you receive in different situations.

## Expanding Your Communication Skill Set

No organization and no individual can succeed without effective communication. What we create and achieve in business, we create and achieve together. The shared meaning that comes from expressing ourselves and listening to others enables us to align our activities toward productive goals. By building your communication skills, you strengthen your ability to collaborate and get things done. In this course, you'll learn how to build a communication skill set that allows you to convey the message you want in the workplace. You'll explore how to read your audience and make adjustments to ensure your message comes across the way you want. You'll learn the appropriate formats for communicating in various work situations, such as when to use text messaging versus email. You'll also explore how communication styles contribute to any message you send, and what techniques you need to handle tough communication situations effectively.



# BUSINESS ETIQUETTE

---

## Harnessing the Power of the Written Word

Good written communication in today's business world is an essential proficiency on both the individual and organizational levels. Effective writing can be achieved with the right choice of words, thought clarity, concision, and proper presentation of content. In this course, you'll learn how good writing skills can help achieve your business goals, and what comprises essential elements of effective written communication. You'll also learn strategies to help correct common writing errors and best practices to adopt for the most effective business writing.

## Influencing without Authority

Mastering the art of influencing without authority is crucial and is essential to success. With a growing demand for adept influencers capable of navigating diverse challenges, each individual within an organization must develop essential skills to inspire, build trust, and drive positive change. These skills help gain buy-in from key stakeholders, improve collaboration, and achieve collective goals, leaving a lasting impact on professional growth. In this course, you'll learn to identify essential characteristics for successfully influencing others without formal authority, the steps for using persuasion skills to gain support and cooperation without authority, how to leverage different types of personal power to effectively influence the behavior of others, and effective strategies for influencing without authority in challenging situations.

## Overcoming Barriers to Effective Listening

Barriers to effective listening are present at every stage of the listening process. There are several factors that present these barriers, including emotions, noise, uninteresting conversations, or unwanted distractions. In this course, you'll learn to recognize how good listening habits can increase your effectiveness in the workplace and what listening tendencies interfere with effective communication. You'll also learn to recognize strategies for maintaining focus while listening and identify ways to effectively listen when your emotions have been activated.

## Receiving Feedback with an Open Mind

The word "feedback" might make the hair on the back of your neck stand up. Many people think of feedback as a threat. Even positive feedback can seem like an attack. Our egos and self-esteem tell us to shut down and drown it out. But feedback is a necessary part of professional growth and development. With a positive mindset, you can stay calm, take feedback on board, and use it to improve your performance and further your career. In this course, you will explore how receiving feedback differs from receiving simple praise or criticism. You will learn how listening to genuinely constructive feedback with a positive mindset can influence your reactions and responses. You will also learn how applying feedback can catalyze your professional growth and self-development.



# BUSINESS ETIQUETTE

---

## Trust Building through Effective Communication

Communication is most effective when you build and maintain the trust of the people you communicate with. In this course, you'll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience.

## Customer Service: Fostering a Service Mindset

In this course, you'll learn how moving to a different mindset can help you deliver outstanding customer service, and what key practices can help establish a good personal mindset for any service situation. You'll also learn to recognize how professional values manifest during customer service interactions, how to develop an attitude of a customer service professional, and what strategies demonstrate a customer-centric service mindset.

## Embracing a Customer-obsessed Mentality

Today in the Age of the Customer, competitive advantage has been redefined. Customers are in control. They have more choices than ever before resulting in sky-high expectations. The only source of competitive advantage is the obsession with understanding, delighting, connecting with and serving customers. Organizations need people who are customer obsessed. People who are so interested and committed to the people they are creating and designing for that they are willing to spend time, take risks and admit that they personally might be wrong. People who are so customer obsessed that they never settle but are continually trying to understand what else they can do for their customers.

## Providing Effective Internal Customer Service

When you do things to help other people within your company do their jobs better, you are providing internal customer service. The quality of that service often has a huge impact on the overall quality of client service (CS) delivered to external customers. In this course, you'll learn about types of internal customers and how to identify internal customer relationships. You'll also learn about the importance of getting to know your internal customers, identifying their expectations of you, and taking action on those expectations. Finally, you'll learn guidelines for providing internal customer service excellence.

## Rapport Building in Customer Service

Strong customer relationships are key to projecting service excellence. Building rapport is essential and requires knowing your customers, understanding their situations, and providing an empathetic ear for them to voice their concerns. In this course, you'll learn how to improve client service (CS) by building rapport with customers. It covers paying close attention to customer needs, connecting with the customer, and being positive. You'll also learn how to empathize with customers by relating your own experiences, reflecting their emotions back to them, and normalizing their difficulties.





# BUSINESS ETIQUETTE

---

## Being an Effective Team Member

Making a real, positive difference on a team is not necessarily about showing team leadership. Even if your role doesn't involve managing teams, you can still make an important contribution by being a strong team member. This course covers strategies and techniques to help you become a more effective and valued team member. You'll explore ways to adopt a positive mindset toward teamwork, so that you can make a significant contribution. Because your success when working on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for teams, and specific strategies for team collaboration.

## Effective Team Communication

It's vital to maintain open, effective communication when working on a team. However, it's all too easy for teams to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings in teamwork, cause unnecessary conflict, keep others from having their say, and prevent collaboration. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective team leadership is about listening too. So you'll also learn about some active listening techniques that can help you be a better listener when managing teams.

## Bridging the Diversity Gap

Without a diverse workforce, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within that organization who carry out the mission of the organization. To get the most innovative solutions from the individuals in your business, you need to create a workplace that embraces inclusion and avoids bias and stereotyping. This course focuses on what diversity is and how to leverage the diversity within the organization. You'll also explore the barriers, such as unconscious bias, that must be overcome to create a diversified and inclusive working environment.

## Creating a Solid Support Base through Peer Relationships

Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and for your organization. A supportive peer network can provide you with a wide variety of expertise and institutional knowledge and enable you to leverage other people's networks. The workplace of today poses some challenges with diversity in workforce and remote teams who are separated physically. In this course, you'll explore how to identify the different peers in your organization who may be important in meeting your goals or may form a support base for you. You'll also learn how to develop and maintain solid, mutually beneficial relationships with the different peers in any environment.



# BUSINESS ETIQUETTE

---

## Cultivating Relationships with Your Peers

Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and within your organization. Networking skills and building supportive peer relationships can provide you with a wide variety of experiences, expertise, and institutional knowledge. Whether you're exploring executive networking, professional networking, or just general business networking, this course explains how to identify the people in your organization who are important in helping you reach your goals. You'll learn the skills that maintain solid, mutually beneficial relationships so you can advance your career.

## Navigating Micro-behavior Dynamics in the Workplace

In this course, you will learn about the different types of micro-behaviors commonly observed at the workplace and their impacts on both individuals and teams. You will also explore the reasons why micro-behaviors are often misinterpreted and identify strategies to manage and deal with difficult micro-behaviors more effectively, leading to improved workplace interactions and increased employee engagement within teams.

## Working Well with Others

At some point, all of us will encounter competing personalities at work, all vying to get things done their own way. Interpersonal differences and personal perspectives, whether with a manager or a colleague, can increase stress, drain energy, impact morale, and affect productivity and happiness. But there are strategies for mitigating tension and building stronger, more trusting relationships, such as adjusting our own behavior and understanding the situations and behavior of others that can challenge us. In this course, you'll learn how to assess, identify, and manage your own behavioral style to help you avoid and control conflict before it happens. You'll also investigate how to handle common situations that provoke conflict at work, how to work effectively with different personality types, and how to build habits to help you handle interpersonal conflict in the workplace with grace and patience.

## Audience and Purpose in Business Writing

To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the three most common purposes: to inform, respond, or persuade.

## Clarity and Conciseness in Business Writing

Being clear and concise in business documents and messages isn't always easy. But it's essential in the workplace if you want what you write to be read. In this course, you'll explore techniques you can use to make your writing more clear. Specifically, you'll learn about the importance of using short and familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. You'll also explore tips for being more concise in your writing and best practices for organizing content.





# BUSINESS ETIQUETTE

---

## Organizing Your E-mail

In the modern business environment, it's easy to feel overwhelmed by the volume of written communication that you need to process every day. To keep up, you need strong communication skills to sort, file, respond to, or delete all emails that you receive during your business day. In this course, you'll learn some vital communication techniques for managing and writing emails effectively. The course covers email etiquette tips on how to use folders and filters to organize emails for increased efficiency, as well as guidelines on what emails to delete. You'll also explore how to recover important information should you lose an email.

## Sending E-mails to the Right People

Sending an email to the wrong person, or excluding the right person, hinders effective communication and is a sign of poor email etiquette. Because email is so central to how organizations do business today, writing emails effectively – and getting them to the right people – is one of the most important communication skills to have. In this course, you'll learn a vital facet of written communication: how to address and distribute emails. You'll be introduced to best practices for deciding who to send emails to and how to flag emails appropriately. The course also covers proper etiquette for forwarding emails and using reply and reply all. In addition, it highlights some poor copying practices to avoid.

## Writing Effective E-mails and Instant Messages

Email has become an indispensable communication tool for organizations, and plays a vital role in how they conduct business and maintain their operations. As a result, one of the most important communication skills to have in the workplace today is email etiquette. It can help ensure you get messages across quickly, appropriately, and concisely. In this course, you'll learn some tried and tested guidelines for writing emails. You'll explore the fundamental elements of written communication that every email should contain, and the importance of keeping emails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of email.

## Writing with a Professional Mindset

In this course, you'll learn the essential aspects of effective professional communication and strategies to craft effective and professional written communication. You'll also learn how various channels of communication can be optimized for impactful professional writing, and explore best practices for improving your professional writing skills.

## A Difficult Boss Doesn't Have to Be a Difficult Problem

Working for a difficult boss can be challenging. In this course, you will learn about the management styles, communication styles, and personality types of difficult bosses. You will also learn strategies for working with a difficult boss and what to do if a boss becomes abusive.



# BUSINESS ETIQUETTE

---

## Be Liked and Respected in the Workplace

Eighty percent of your day is spent at work. Whether you commute to an office or work from home, to a huge degree your professional success depends on your likability. Think about all your professional interactions; you work on team projects, collaborate on conference calls, sit in meetings, talk to clients, etc. These and more are situations that require your ability to be liked. However, it's not a popularity contest. Being liked doesn't mean you give up your professional integrity. Although it's not possible to be liked by everyone, this course teaches you techniques to be likable and respected by your colleagues and boss. You will also learn how to 'get over it' when someone in the workplace does not like you.

## Building a Win-win Relationship with Your Manager

Your relationship with your manager has a huge impact on both of your careers. Frankly, you depend upon each other for success. Your manager's support, guidance, and direction help you do your job better. And your good work makes your manager look good. Effectively managing this relationship can increase your productivity, help you meet your personal career goals, and last but not least, make your time at work more enjoyable and rewarding. In this course, you will learn the importance of managing relationships, and ways to build great manager relationships by recognizing their agenda and management style. You will also learn strategies for building a strong professional relationship with your manager, and various ways you can become aligned with your manager. You will find that to work more effectively with your manager, you need to develop a rapport and make workplace interactions mutually beneficial (win-win).

## Building Personal Power through Influence

Influence is not about forcing or exerting – it's about getting people on your side for good reasons. Three ways to promote influence are through language/effective communication, reciprocity/exchanging 'currencies', and persevering through resistance.

## Building Up Your Emotional Intelligence

By its very nature, the workplace sometimes involves conflict and stress. Even mundane day-to-day work activities require negotiation and compromise. And these can often lead to negative emotional reactions or outbursts. But using emotional intelligence (EI) can help you notice, identify, understand, and manage your own feelings and the emotions of others. EI is a positive force that can have significant impact on you, your team, and your organization. In this course, you'll learn what EI is and how it drives personal excellence in the workplace. You will learn some best practices and strategies to become aware of your emotions and use that awareness to manage your behavior. You will also learn how to interpret other people's emotions and use that knowledge to enhance workplace relationships.



# BUSINESS ETIQUETTE

## Developing Personal Accountability

In this course, you'll learn the behaviors of accountable professionals, including stating commitments clearly and following through. You'll also learn how some very common behaviors, like making excuses and blaming others, work against accountability. The elements of an action plan for developing personal accountability are provided. Finally, you'll learn how the members of a team can improve their accountability together.

## Embracing Change at Work

Change can be disruptive but adapting to change can also open new possibilities. A changing work situation can create a period of uncertainty while you adapt. A clear understanding of what organizational change is can help build your resilience and flexibility. In this course, you'll find out what organizational change is and what can trigger it. You'll identify the reasons why organizational change is difficult, as well as exploring the positive results that can come out of it. Finally, you'll identify the stages of reactions to change and learn how to prepare yourself to get the most out of change.

## Making the Most of Making Mistakes

In this course, you'll learn to identify when mistakes can be opportunities for personal improvement and how mistakes can be avoided. You'll also learn how mistakes can drive improvements, as well as techniques to mitigate and learn from mistakes.

## Personal Power and Credibility

Authority carries a certain type of power – typically position power. A person is granted the power and authority to meet goals and get results through a responsible job definition and accountability. The police officer that cites you for speeding. The financial manager that calls for an audit. The company manager that decides how to allocate the budget. People may comply, rebel, resist, or gripe about those in authority, but there is a reason and purpose for such positional power. On the other hand, most of the results that get accomplished in organizations come from the use of personal power and not solely reliant on direct authority. This is especially true in our work environments today, where information sources and networking contacts are accessible to all as means to results. But ultimately it comes down to personal credibility, influence, and political savvy. This course focuses on the power that comes with being credible and trustworthy.

## Strength under Pressure: Building Perseverance and Resilience

The world today is dynamic, exciting, and challenging. Success depends on much more than ability, technology, and skills. Perseverance backed by resilience can be the game changer in overcoming setbacks and accomplishing tasks successfully. An adaptive mindset helps to focus through distractions and stress, while resilience provides the strength to bounce back. In this course, you will learn to develop personal resiliency, adaptability, and perseverance. You will explore the habits and resources needed to sustain perseverance. You will learn the strategies that can make perseverance a habit and ways to build resilience. You will also explore how to use your resilience to persevere in the face of setbacks and challenges.



# BUSINESS ETIQUETTE

---

## **Taking Responsibility for Your Accountability**

Accountability is a mindset – a way of thinking about how to take responsibility for your life and ownership of your decisions. Accountability tends to drive success; it is action-oriented and geared toward constant improvement. In this course, you will learn how to develop a framework for personal accountability. From the foundations of a framework to daily practices and sustained momentum, this course will help you take ownership of your goals and live your values.

## **Using Business Etiquette to Increase Your Professionalism**

Business etiquette isn't just about getting and doing things right, it's about sending a message of professionalism and respect to superiors, fellow team members, and clients. When you are professional, polite, and appropriate in the workplace, you are taken more seriously. In this course, you will learn about the key components of business etiquette and how they apply in physical and remote office settings. You'll learn the reasons that dressing professionally can benefit your career and the importance of maintaining an orderly and professional work environment. You'll also be introduced to actions that ensure your communications such as emails, texts, work chat, social media, and video conferencing are at their most professional and polite. Finally, you will learn how tenets of business etiquette can be applied outside of the office environment at offsite events, business meals, and work socials.

## **Keeping Business Calls Professional**

In business, one of the oldest communication tools is still among the most important – the telephone. However, although it so common and widespread, many people lack the verbal communication skills needed to create a positive impression when using the phone. In this course, you'll learn about some basic rules of etiquette that will help improve your phone skills and keep your business calls professional. You'll explore general best practices, and how to make and receive calls professionally. You'll also learn some best practices for using a cell or smart phone, and how to record and leave effective voicemail messages.

## **Contributing as a Virtual Team Member**

In this course, you'll learn how to develop the skills you need to show team leadership and be an effective member of a virtual team. You'll explore personal traits that are useful when working on a team remotely. You'll also learn strategies to stay connected with other team members, and ways to manage your time and overcome the challenges associated with managing teams remotely.

## **Navigating Challenging Situations with Diplomacy and Tact**

You'll likely face unpleasant situations or tasks at some point in your career. Communicating with diplomacy and tact in these situations can inspire confidence. In this course, you'll learn to navigate difficult conversations and situations. You'll also learn how to communicate a difficult message effectively, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.





# BUSINESS ETIQUETTE

## Confronting Workplace Conflict

In this course, you'll learn some of the major sources of workplace conflict. You'll learn how to recognize your own conflict style and how to work toward conflict resolution. You'll also learn strategies and approaches to conflict management and working with difficult people.

## Gaining a Positive Perspective on Feedback

Though it's invaluable, getting feedback can sometimes be a difficult process. Adopting a positive mindset can make all the difference. This course will teach you how receiving feedback differs from getting simple praise or criticism. You'll discover how listening to constructive feedback with a positive mindset can help you to manage your reactions and responses. You'll also learn how applying feedback can help your professional growth and self-development.

## Navigating Other People's Emotions

Organizational and interpersonal dynamics, along with high pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence, or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions, and maintain strong relationships with them. In this course, you'll learn how to recognize emotional awareness in, actively listen to, and empathize with others by developing emotional intelligence, also known as EQ. You'll also discover how to apply organizational awareness and empathy to enhance your workplace relationships.

## Navigating the Workplace with Emotional Intelligence

Any organization, regardless of its size, industry or location, is made up of people – people who interact on a daily basis, and not always without incident. Developing emotional intelligence within the organization is a key factor in ensuring that these relationships run smoothly. This is especially true of leaders, who must provide an example of how to behave in group settings. In this course, you'll learn how building emotional intelligence, or EQ, can improve team or group interactions. You'll also explore the role of emotional IQ in workplace activities, conflict and stress management, as well as employee influence and engagement.

## Resolving Workplace Conflict

In this course, you'll learn to recognize the sources and signs of conflict. You'll also learn conflict management strategies and processes for conflict resolution. Additionally, you'll explore methods for handling difficult people and keeping the process of conflict management on track when difficulties arise.

## Setting Professional Boundaries

In this course, you'll learn the key aspects of professional boundaries that help foster a healthy work environment. You'll learn to identify the deterrents to setting professional boundaries. You'll also learn about strategies to set healthy professional boundaries and maintain those boundaries consistently.



**ENROLL NOW AND GAIN THE SKILLS TO COMMUNICATE EFFECTIVELY, NAVIGATE CHALLENGING SITUATIONS, AND EXCEL IN EVERY BUSINESS INTERACTION.**

In today's fast-paced business world, professionalism and etiquette are essential for building trust, fostering collaboration, and achieving success. The Business Etiquette Online Program is your guide to mastering effective communication, relationship-building, and professional behavior in any business setting.

Whether you're communicating with peers, managing teams, or interacting with clients, the Business Etiquette Online Program empowers you to leave a lasting impression of competence and professionalism.

## **END OF YEAR SPECIAL**

### **SIGN UP TODAY FOR ONLY \$99**

✔ **12 MONTH ACCESS**    ✔ **24/7 ONLINE AVAILABILITY**

Sign up at [winningteamswin.com](https://winningteamswin.com)







# Online Programs

Sign up at [winningteamswin.com](https://winningteamswin.com)

Call **1-866-864-8200** for Corporate Discounts

Email [info@winningteamswin.com](mailto:info@winningteamswin.com)



©2005-2024 All rights reserved.  
A division of Liderança Group, Inc

