BLACKBIRD FOR TRAINING

The Art of Workplace Etiquette

29 November – 3 December 2027
Los Angeles (USA)

UK Traininig
PARTNER



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Ref: 3254884_324762 **Date:** 29 November – 3 December 2027 **Location:** Los Angeles (USA) **Fees:** 5900 GBP

Introduction

The art of workplace etiquette is a fundamental skill that no professional or leader can afford to overlook. In the Middle East and North Africa, understanding and applying professional etiquette is essential to building a strong reputation and fostering positive relationships within and outside your organization. Whether you're a C-suite executive, a team leader, or an ambitious professional starting your career, this course will help you master workplace etiquette and apply it with confidence.
By focusing on practical applications and real-world scenarios, you'll gain essential skills to communicate effectively, present yourself professionally, and build strong working relationships that support your organizational goals.
The course covers all key aspects of professional etiquette, from first impressions to managing difficult workplace situations.
Ultimately, you'll be able to apply these principles to boost organizational performance, strengthen your leadership presence, and balance professional values with personal success.

Course Objectives

- Understand the concept of workplace etiquette and its importance in today's professional environment.
- Learn the fundamentals of polished communication and building positive relationships.
- Apply best practices in personal appearance and body language that reflect professionalism.
- Gain skills for interacting confidently and respectfully with colleagues, supervisors, and clients.
- Develop the ability to handle challenging workplace situations with poise and grace.
- Explore etiquette for meetings and written communications.
- Enhance your personal brand and present yourself positively and effectively.
- Create a professional culture that supports organizational goals and boosts productivity.

Course Outlines

Day 1: Introduction to Workplace Etiquette and Its Fundamentals

- Define workplace etiquette and its role in building a positive organizational image.
- Review the core principles of professional behavior.
- Discuss how workplace etiquette enhances self-confidence and credibility.
- Share practical examples of the impact of etiquette in the workplace.
- Highlight the importance of making a positive first impression.
- Engage in interactive exercises to understand how polished behavior improves performance.



Day 2: Professional Communication and Body Language in the Workplace

- Explore methods for clear, effective professional communication.
- Analyze the power of body language in workplace interactions.
- Review appropriate greetings, handshakes, and respectful behavior.
- Discuss the role of tone of voice and active listening in building trust.
- Participate in exercises to strengthen your presence and professionalism.
- Study real-world scenarios to address challenges in professional communication.

Day 3: Etiquette for Interacting with Colleagues, Supervisors, and Clients

- Learn the etiquette of working with colleagues across departments.
- Discover best practices for interacting with supervisors and direct reports.
- Understand the etiquette of engaging with clients and external partners.
- Address daily workplace challenges with respect and tact.
- Get tips for handling high-pressure or sensitive situations confidently.
- Share experiences from participants to enrich practical understanding.

Day 4: Etiquette for Meetings, Written Correspondence, and Practical Tools

- Explore key etiquette principles for internal and external meetings.
- Discuss the importance of time management and punctuality.
- Learn the basics of professional emails and office correspondence.
- Engage in exercises to practice writing clear, polished messages.
- Examine how etiquette impacts presentation skills and public speaking.
- Analyze practical examples of handling questions and objections professionally.

Day 5: Final Evaluation and Action Plan for Applying Etiquette Skills

- Summarize all key etiquette principles and practical tools covered.
- Analyze a real-world case study to put new skills into practice.
- Conduct a final evaluation to measure progress and learning outcomes.
- Share templates and tips for creating a personal action plan.
- Offer practical advice for sustaining confident, professional behavior.
- Discuss next steps for continuously enhancing workplace etiquette and performance.



Why Attend This Course: Wins & Losses!

- Strengthen your communication skills and professional presence.
- Build a polished, professional image that earns trust and respect.
- Develop the ability to work effectively across cultures and with diverse teams.
- Gain practical tools for managing challenging situations with grace.
- Expand your professional network through interactive learning.
- Earn a recognized certification to enhance your career profile.
- Acquire actionable knowledge you can immediately apply at work.
- Contribute to better organizational performance through effective etiquette.

Conclusion

The “Art of Workplace Etiquette” course is a unique opportunity for leaders and professionals to refine their personal and professional skills.You’ll gain the tools and confidence to interact with colleagues and clients in a polished, respectful manner that elevates your career and your organization’s reputation.

These skills will help you build positive, lasting relationships and create a culture of trust and collaboration in your workplace.Ultimately, this course is a strategic investment in your personal growth and your organization’s long-term success.

