

SOCIAL & BUSINESS ETIQUETTE

The Polished Professional™



THE ONE STANDARDS OFFICE
LONDON, LONDON, LONDON
2020-2022



Provider of Training Excellence
PTA Professional Training
2020-2022



A City & Guilds Group Collaboration



INVESTORS IN PEOPLE™
We invest in people Standard



POLAND

SOCIAL & BUSINESS ETIQUETTE

The Polished Professional™

Duration: 3 x 105-minute sessions

Delivery: Via Zoom

Investment: 1395 PLN

Please contact us for registration details and upcoming course dates.

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"Fantastic course! The tutor shared with us a set of skills that were exceptionally useful for my professional and personal lives."

JOHN F

"Philip is a fantastic coach. After my completion of the course, I was able to implement immediate actions toward my professional and personal goals. I highly recommend The Polished Professional™ to anyone that is seeking to take on their life to another level."

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Course introduction

Do you want to be able to approach any social or business situation with confidence and poise? Perhaps you feel that your networking skills need polishing or business meetings leave you feeling tongue-tied and worried about saying the right thing?

In life, you only get one chance to make a first impression so it is vital that you are always presenting the very best version of yourself. From conversation skills and email etiquette to body language and international business protocol, how you conduct yourself has great bearing on how people perceive you and respond to you.

In today's competitive global arena, "human" skills like business etiquette and good manners are essential for career success. Treating customers, clients and colleagues with respect and courtesy will boost productivity, profitability and, ultimately, your career progression. Investing in yourself also gives you the edge when it comes to establishing connections and building fruitful and long-lasting relationships.

This Social & Business Etiquette Course will set you on the road to success by equipping you with all the etiquette skills you need to thrive in both your professional and personal life.

Upon completion of this course you will receive a CPD-accredited certificate from The British School of Etiquette. You will also have the option to purchase an additional certificate from ILM (part of the City & Guilds Group and the UK's leading provider of leadership coaching, management qualifications and training).

See overleaf for course breakdown.

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Course breakdown

SESSION ONE

- Brief history of Etiquette
- Meeting and connecting with new people
- Small talk and conversation starters
- Personal presentation and brand
- Making lasting impressions
- An introduction to emotional intelligence
- Q&A

SESSION TWO

- Dealing with uncomfortable situations
- The elevator pitch (Your Why, How and What)
- Body language, deportment, posture and poise
- Meetings and interviews
- International business etiquette
- Q&A

SESSION THREE

- Business etiquette and protocol
- Networking skills
- Effective follow-ups
- Netiquette, emails and social media
- Contemporary communication
- Video conferencing etiquette
- Introduction to Dining Etiquette
- Q&A

"I just wanted to express my appreciation for everything that I have learned over the last three days. The Polished Professional™ gave me some incredible tools and skills, but more importantly, it gave me a powerful lesson about confidence. I feel as though I have been given permission to believe in positivity, in empathy, and in my own ability to navigate the world as a kind-hearted person." KRISTINA C