

cto

corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

*“Hope is NOT a
Development Plan.”*

Business Etiquette & Professionalism

Other Personal Development Courses

- Stress Management
- Conflict Management
- Developing Assertiveness
- Goals and Goal Setting
- Time Management
- Professionalism in the Office
- Effective Communication

Skills that Build Teams that Win

Contact Us

We would love to collaborate with you



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*Our trainers are located all across
Australia.*



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Personal Development: Business Etiquette and Professionalism

The Challenge

Professional etiquette has evolved, but its importance hasn't—how you conduct yourself in business situations still matters enormously. From first impressions to client dinners to digital communication, etiquette missteps damage credibility and relationships. Modern business etiquette blends traditional courtesy with contemporary workplace norms and knowing both is essential for career success.



What you will Learn

- ✓ Make positive first impressions in business settings
- ✓ Navigate business meals and networking events confidently
- ✓ Understand modern business communication etiquette (email, phone, video)
- ✓ Build professional relationships appropriately
- ✓ Handle introductions, meetings and formal situations
- ✓ Adapt etiquette across cultures and contexts
- ✓ Represent yourself and your organisation professionally

Who should Attend

This polished program is designed for professionals who want to navigate business situations with confidence and appropriate etiquette. Ideal participants include:

- Client-facing professionals
- Sales and business development teams
- Employees in customer-facing roles
- Anyone wanting to enhance their professional presence

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. The Modern Business Etiquette landscape

- Why etiquette has evolved but its importance to credibility hasn't
- The business case : How small etiquette missteps damage relationships and reputation
- Blending traditional courtesy with contemporary workplace norms
- Common etiquette assumptions that no longer apply

Module 2. Making a strong First Impression

- The elements of a positive first impression in business settings
- Handshakes, eye contact and presence, what still matters and what's changed
- Avoiding common first-impression mistakes
- Recovering well when a first impression doesn't go to plan

Module 3. Introductions, Meetings and Formal Situations

- Getting introductions right - names, titles and order of precedence
- Etiquette for formal meetings - arrival, seating, participation
- Navigating formal business situations with confidence
- Small courtesies that signal professionalism in formal settings

Module 4. Navigating Business Meals and Networking events

- The unwritten rules of business meals from ordering to paying
- Networking with confidence - starting, sustaining and exiting conversations
- Reading the room at social-professional events
- Common missteps that undercut an otherwise good impression

Module 5. Digital Communication Etiquette

- Modern etiquette for email - tone, timing and clarity
- Phone and video call etiquette in hybrid working world
- Messaging and chat norms - what's appropriate and what isn't
- Avoiding digital etiquette mistakes that are easy to make and hard to undo

Module 6. Building Professional Relationships Appropriately

- Establishing rapport without overstepping professional boundaries
- Etiquette around favour, gifts and hospitality in business relationships
- Maintaining appropriate boundaries with clients, colleagues and seniors
- Building genuine relationships within professional norms

Module 7. Adapting Etiquette across cultures and contexts

- Why etiquette norms shift across cultures, generations and settings
- Researching and respecting etiquette expectations before you need them
- Adapting your approach without losing authenticity
- Handling uncertainty gracefully when norms are unclear

Module 8. Representing yourself and your Organisation

- How personal etiquette reflects on your organisation's reputation
- Consistency across settings - formal, informal, online and in-person
- Etiquette as an ongoing practice not a one-off performance
- a personal etiquette checklist to carry into your next business situation

Educate, Elevate and Empower -