

Business Etiquette of A to Z Professional Meetings

Training Outline

- Types of business meetings
- Definition of a meeting
- Meeting professional stages
- Setting meeting action plan
- Business meeting methodology of performance
- Role play and meeting interactions
- How to manage meeting time robbers
- Wrapping the meeting techniques
- Tips and bits for meeting success
- Dos and taboos within the meeting
- Common faux pas to spoil meeting team spirit
- How to identify meeting goals
- Meeting evaluation and follow up role
- Face to face meetings or via-telephone
- How to be phonogenic in a conference call meeting
- Handling stress and conflict at a business meeting
- Assertive, aggressive or submissive meeting roller
- Role to conduct and your role to attend a business meeting
- Setting of the meeting and the meeting premises
- How to end meeting tactfully
- Sticky situations at business meeting and how to handle
- Types of talk in a business meeting
- How to speak in confidence in a meeting function
- Mane tags and its etiquette
- Minutes or reports-which is which and when is which
- Others.....

Duration

- Five days training from 9:00 a.m. till 3:00 p.m.
- Thirty hours training

Target Audience

- Training group is not to exceed fifteen participants
- All managerial levels
- Top management
- Middle management
- Junior managers
- Team leaders
- Supervisors
- Executives
- Office managers
- Executive secretaries



Methodology

- Group exercise
- Role play
- Spider gram exercise
- Video tapes