

Team and Customer Etiquette



Good etiquette is essential, yet many organisations only address etiquette at induction time. As a result, bad habits and unhelpful behaviour can creep into the workplace. As protocol and standards erode, team conflict and dysfunction are proven to increase. Many relationships with customers are becoming less formal but it's critical to embed strong ethics.

Behavioural surveys conclude that employees like being greeted in the morning and it's hard to believe that some staff today don't even say "Good Morning". And if you recognise poor manners internally, you need to question what service standards your customers receive. The number one complaint of customers is usually related to a perceived rudeness from the organisation.

An old Irish saying reminds us "A rising tide floats all the boats". This course is ideal if you believe that standards in your workplace could be raised higher.

This unique course looks at workplace etiquette in the following seven areas:

1. Writing & Email Etiquette
2. Meetings Etiquette (internal and external)
3. Social Media Etiquette
4. Communication Etiquette
5. Personal Hygiene Etiquette
6. Timeliness Etiquette
7. Cultural Etiquette

"Don't reserve your best behaviour for special occasions. You can't have two sets of manners, two social codes - one for those you admire and want to impress, another for those whom you consider unimportant. You must be the same to all people"
— **L Watson**

We have an excellent track record training individuals and teams. Here are some Organisations we have designed and delivered niche professional development services to recently:

Boeing, BHP Billiton, Sydney City Council, Bank of Queensland, South Australia Ambulance, Coles, AGL, State Trustees, Department of Defence and Australian Red Cross, Xstrata Coal, NSW Police, Department of Justice, Department of Education, Northern Health.

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KEY LEARNING OUTCOMES



At the conclusion of this course participants will be able to

- Critique individual and team writing styles
- Review existing style guide
- Discuss the irks, do's and dont's of social media
- Categorise the most popular type of internal and external customer complaints
- Put yourself in your customer's shoes
- Conduct an appreciative inquiry on your meetings
- Raise the bar on your non-verbal communication style
- Address delicate personal hygiene concerns
- Keep every workstation tidy and organised
- Develop your elevator speech to make a great first impression
- Manage your reactions when your personal protocols may not be the same as another's
- Be timely with your workload and deadlines
- Celebrate cultural diversity and reap the benefits

The Nuts and Bolts

This program can be conducted as in house training at your offices.

GUIDELINES

- ▶ **Group Size:** An ideal group size is 6 – 10 participants.
- ▶ **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- ▶ **Duration:** Each course can be tailored to fit your timelines.
- ▶ **Cost:** Upon request.
- ▶ **Target Audience:** Frontline staff, supervisors, leaders and management

Look at what you receive within 24 hours at no cost:

- ▶ a program outline
- ▶ training cost
- ▶ possible training dates (if requested)

CONTACT US TODAY

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