

# Business Etiquette for the Modern Workplace

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

19

**Accredited by**

CPD

**Pre-requisites**

No prior experience needed

**Video duration**

45m

**Instructor**

Nisha Trivedi

## Introduction

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### 1 Defining business etiquette

In today's fast-paced, technology-driven workplace, you may feel overwhelmed when figuring out how to conduct yourself in professional situations.

## Introducing Yourself Effectively

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### 2 Introducing yourself properly

Introductions can be overwhelming, but they can be made easier with step-by-step instructions.

### 3 Getting names right

To make a good first impression, you need to get people's names right.

## Communication Etiquette

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### 4 Communication best practices

Applying key principles of business communication can turn you into a skilled, tactful communicator.

### 5 Email communication

Email communication can be tricky since you have to use words to convey information and tone.

### 6 Conference calls

Have you ever been frustrated during conference calls due to poor communication?

### 7 Appearing on video

During video calls, maintaining a professional appearance ensures a good impression.

## 8

### Texting appropriately

Texting is a medium ripe for misunderstanding and miscommunication, which makes it especially challenging to use at work.

## Business Social Situations

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## 9

### Breaking into groups

Have you ever attended an event where you didn't know anyone, and wondered how to break in?

## 10

### Networking dilemma

Ending a conversation can feel awkward, but it's often necessary to maximize your networking.

## 11

### Thanking your host

It's important to thank the host of a professional event to build and maintain a good relationship.

## Handling Difficult Situations

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## 12

### Being polite but direct

Given the wide range of tricky interpersonal situations you may encounter at work, it's important to have overarching strategies for handling them.

## 13

### Negotiating back-to-back meetings

When your schedule is full of back-to-back meetings, it's important to minimize disruption for yourself and others.

## 14

### Responding to rude attendees

A disruptive meeting attendee can affect the tone of a meeting, but it's best not to fuel the fire.

## 15

### Inconsiderate office behaviors

A professional appearance and actions are crucial for making a good impression.

## Social Media Etiquette

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## 16

### Considerations before posting

Using social media appropriately maintains a strong reputation for you and your organization.

## 17 Using LinkedIn wisely

Through LinkedIn, you can create a positive professional impression online - if you use it wisely.

## 18 Social media channels

There are clear do's and don'ts when communicating on social media channels when you're in a professional capacity.

# Conclusion

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## 19 Doing your best

Thanks for watching this course!

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