



Small talk and business etiquette

Confident manners in business

Seminar objective

Good manners are more in demand today than ever before because style and etiquette, among other things, determine your professional success. The ability to deal confidently and professionally with your business partners requires knowledge of the customary "rules of the game". In this seminar you will be confronted with many everyday situations and be able to conduct yourself appropriately even in delicate situations. You will practice innocuous small talk, e.g. at a standing reception, and talk about dress codes in the office and in contact with customers. National and international table manners are also part of the seminar.

Seminar content

The first impression counts - How do I come across to others:

- Professional appearance: Appreciative behavior - Respect and friendliness
- The polite way of dealing with each other
- Business wardrobe: Dress code and outfit
- Confidence and authenticity

Small talk and communication in business:

- Rules of the game in the business world - What is expected of you?
- Small talk: Navigating delicate topics and solving them elegantly
- Body language and self-confidence
- Communication tools: E-mail, WhatsApp and LinkedIn
- Dealing with business cards
- Written communication in business

Etiquette and business etiquette:

- Table manners and etiquette - national and international
- Manners and etiquette: style and game rules
- Small cutlery and wine knowledge

Methodology

Interactive and experience-oriented exchange
Short trainer inputs
Practical exercises
Video examples
Exercises with individual feedback
External and self-analysis

Target audience

The seminar small talk und business etiquette is aimed at specialists and executives who want to round out their personality by working on their tactfulness and style and thus perform more successfully in the zone where social and business interaction mix. It is particularly suitable for participants who have numerous customer contacts and company representative functions.

Course ref.

KOM1013

Participants

not more than 9 participants

Schedule

1. Day: 10:00 - 17:00
2. Day: 09:00 - 16:00

Location & dates

Münster

27.05.2024 - 28.05.2024
21.11.2024 - 22.11.2024
26.05.2025 - 27.05.2025
20.11.2025 - 21.11.2025

Stuttgart

02.09.2024 - 03.09.2024
06.03.2025 - 07.03.2025
21.08.2025 - 22.08.2025

Fee

1.150,00 € (ex. VAT)
1.368,50 € (inc. VAT)

Included in the price: Working documents, certificate of participation, lunch and coffee breaks.



FAX-ANMELDUNG +49 251 20205-99

Internet: www.kitzmann.biz
E-Mail: info@kitzmann.biz
Telefax: +49 251 20205-99

Ich melde mich/Wir melden uns zu folgender Veranstaltung an:

1. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Firmendaten/Rechnungsempfänger

Firma

Rechnung (Name)

Straße/Nummer

PLZ/Ort

Telefon/Fax

Branche

Datum

2. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Anzahl der Mitarbeiter in Ihrem Unternehmen

Kundennummer

Anmeldebestätigung (E-Mail)

Unterschrift