

Corporate Etiquette & Communication

Outline

After completing the session, the learners will be able to:

- Recognize and be aware of difference in emotional intelligence amongst people.
- Dissect and understand pre-conceived notion and its importance.
- Understand the importance of verbal and non-verbal communication.
- Look into the do's and don'ts in corporate etiquette.
- Understand the basics of communication etiquette.
- Learn communication skill development such as CV writing, interview & negotiation, etc.
- Explore team building & leadership skills.

Modules		Takeaways	Key Exercise
Module 1	Understanding Emotional Intelligence and Interpersonal Skills in a Formal Setting.	<ul style="list-style-type: none"> • Define Pre-Conceived Notion (PCN). • Identify where PCN stems from. • Relate PCN with interpersonal communication. 	<ul style="list-style-type: none"> • Context analysis – Discussion on transference of etiquette amongst different peer groups.
Module 2	Workplace Etiquette, Positive Attitude, and Grooming in the Corporate World.	<ul style="list-style-type: none"> • Understand that there is no universal definition of etiquette. • Explore industry specific grooming. • Explore etiquette & grooming with situation and problems 	<ul style="list-style-type: none"> • Situation analysis- identify and elimination of problems with real life examples. • Peer feedback
Module 3	Strategic Communication	<ul style="list-style-type: none"> • Understanding Business Communication • How to use communication skill to achieve goals in an organization • How to improve professional communication skills. 	<ul style="list-style-type: none"> • Process development – Discussion on understanding how strategic communication is different from our day-to-day ones.
Module 4	Basics of Communication Etiquette	<ul style="list-style-type: none"> • Exploring various communication scenarios • Understanding channel of communication • Adapting to modern digital environment of professional communication • Exploring communication etiquette 	<ul style="list-style-type: none"> • Situational analysis • Real-world example-based activity • Peer feedback
Module 5	Communication Skill Development	Focus on specific field of communication skill development <ul style="list-style-type: none"> • CV writing & • Interview & Negotiation • Networking • Presentation 	<ul style="list-style-type: none"> • Real-world example and mock communication • Peer feedback
Module 6	Team Building & Leadership through Communication	<ul style="list-style-type: none"> • Understanding the process of team development • How to develop leadership skill through communication skills. 	<ul style="list-style-type: none"> • Team building activity
Module 7	Case Studies & In-class activities	<ul style="list-style-type: none"> • Practice in real-life scenarios 	<ul style="list-style-type: none"> • Cases and mock activities • Q & A