PROFESSIONAL CONDUCT AND BUSINESS ETIQUETTE
IN THE 21ST CENTURY WORKPLACE

9:00 am to 5:00 pm, Wednesday, 13 May 2020
EDSA Shangri-La Hotel, Mandaluyong City, Philippines

COURSE OUTLINE

1. Operationalizing your organization’s Mission-Vision statement:
   operationalizing INTEGRITY and PROFESSIONALISM in day-to-day work activities
2. Matching your personal brand & image to your company’s brand & image
3. The time-honored traditional values and relevance in the 21st Century
4. The Professional Image
5. Protocol of Introductions
6. The Business Card
7. Professional Conduct: good manners, body language, dining etiquette, and many others!
8. Office Etiquette
9. Business Presentation Etiquette
10. Company Outing and Business Trips with Your Group
11. Office Parties and Other Events
12. Telephone Etiquette
   - Making Phone Calls
   - Receiving Phone Calls
   - Handling Dropped Calls and Missed Calls
13. Soft skills: your edge in a digital world
14. The Highs and Lows of Context
15. Professional language
16. Matrix of Communication Style
17. The Pinoy Culture in the multinational workplace: becoming aware of cultural behaviors and boundaries
18. The Outdoor Voice or the Indoor Voice
19. The Power of Thank You and Please
20. The Kapwa Mentality
   - Pasensya na po
   - Makatao – Marunong
   - Makipag Kapwa Tao
21. The value of face-to-face interaction skills in a techie world
22. When is it ok to use your gadgets, and when is it not?
23. Email Etiquette and other Social Media used in the Workplace
24. Social Media Blunders that can get you fired
25. I’m sorry and I apologize: What’s the Difference?
26. Apology is a 3-stage process
27. More Best Practices Tips

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