Business Etiquette

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Course Overview

In this session, students will explore various topics related to appropriate business behavior. Students will gain valuable information that will be useful across all business situations. Additionally, students will critique various business scenarios and determine more appropriate and effective behaviors.

This session will conclude with an etiquette business lunch where students will be able to apply their newly gained knowledge right away.

Program Topics

We will cover the ABC’s of business communication

Presenting yourself in a professional manner

Verbal and nonverbal communication skills

Written skills

Meeting etiquette

Office etiquette

Telephone etiquette

Diversity and etiquette abroad

Dining etiquette

Program Layout

8:30 am – 12:00 Noon Business Etiquette
8:30-9:30  ABC’s of Business Communication
          Appearance
          Behavior
          Communication
9:30-9:45  Break
9:45-10:45 Meeting Etiquette
          Office Etiquette
          Telephone Etiquette
10:45-11:00 Break
11:00-12:00 Diversity and Etiquette Abroad
             Dining Etiquette

This session will be a balance of classroom style lecture complimented with hands on
activities to illustrate and practice competencies being presented.

12:00 Noon – 1:30 pm  Lunch and Team Projects at the Inn
                        (Transportation to and from the Inn will be provided)