

## Dining Etiquette

- Make a great impression on your customer, boss, or prospective client when dining with confidence.

## International Protocol

- Learn the essential “Do’s” and “Don’ts” for optimal success when conducting business internationally.

## Confidence & Charisma

- Influence others with a polished and professional demeanor and excellent communication skills.

## Professional Image

- Importance of professional image and what to wear to the office and other business gatherings.

## Electronic Etiquette

- Cell phone, e-mail and social media etiquette to maintain professionalism and credibility.

## Introductions & Networking

- Make proper introductions and network with ease. Create an effective “elevator speech”.

## Cocktail Party Etiquette

- Make a great first impression, create an instant rapport, and build relationships.

## Office Etiquette

- Improve employee satisfaction and productivity by learning about office etiquette.

## Business Travel Etiquette

- What’s expected when traveling for business to maintain professionalism.