



Professional Image and Business Etiquette

COURSE OUTLINE

OBJECTIVES

After the workshop, the participants will be able to:

- Identify three factors that affect a professional image
- Itemize a list of business dressing do's and don't's
- Identify proper business etiquette practices

COURSE OUTLINE

Morning Session: Appearance and Grooming

- I. Importance of a good image
 - a. Importance of a good first impression
 - b. Positive Image, establishing the message you want
- II. Three factors to attain an effective image
 - a. Quality
 - b. Maintenance
 - c. Congruence
- III. Business Dressing Do's and Don't's
 - a. Proper wear of uniform
 - b. List of acceptable and unacceptable business wardrobe items
- IV. Grooming standards

- a. Must do and Know in Hygiene

Afternoon session: Behavior and Etiquette

- I. Definition of etiquette
 - a. Civility in the workplace
 - b. Cause and effect of bad behavior
- II. Meeting Etiquette
 - a. Organizing a meeting
 - b. How to effectively conduct a meeting
 - c. Handling difficult participants
- III. Social graces
 - a. Dining with the customer
 - b. Introductions
 - c. Attending business-related social events
- IV. Handling customer complaints
 - a. Steps to address the customer complaint

Course details

Who should attend?

- Engineering department staff
- Office staff
- Engineering faculty members

Date/s offered:

February 14
April 18
June 9

Venue:

7th Floor Integrated
Professional Office Bldg, 14
Quezon Avenue, Quezon City,
Philippines

Registration fee:

Php 3,500.00 per person

3 participants from one
company get 10% discount

About PAMAV

PAMAV was formed in 2005 to offer competency training programs and continuous education that offers up-to-date skills and knowledge thru exposure to various current industry practices. We are a pioneer training center in the Philippines that offers competency-based training for Engineering professionals.

PAMAV offers public and in-house training seminars.



PAMAV TRAINING INSTITUTE & TECHNOLOGY CENTER, INC.

Competency-Based Training for Global Excellence

Professional Image and Business Etiquette

Registration form

Title	First name	Last name
Designation		
Company Name		
Telephone number		
Mobile number		
Email		

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for Engineers

Professional Image and
business etiquette

For more information and assistance,
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