

COURSE DESCRIPTION

# CHW171 – Business Manners for a Good Impression

## Course goal

The focus of this course is on the image created by ABB and its employees. With their behavior towards customers, superiors, and co-workers, the employees contribute to forming the image of ABB. At the end of the course, you are familiar with contemporary manners and know how to apply them correctly towards superiors, customers and colleagues in different circumstances. This enables you to always interact confidently with other people in business situations as well as privately.

## Main learning objectives

### Participants

- are aware of the impression they make on other people
- are aware of how their behavior affects the image of ABB
- are familiar with the mechanism of impression and perception and can apply it in their daily work
- know how to behave in order to establish positive relationships with other people
- can introduce themselves to other people with their title, last name, and first name, formally or informally as appropriate
- can differentiate between the roles of guest and host and act accordingly
- know the do's and don'ts of successful small talk
- can behave confidently at a business reception.

## Participant profile

The course is aimed at all ABB employees who are interested in modern manners for everyday business situations.

## Prerequisites

Interest in learning how to interact correctly with other people in business situations and to apply up-to-date manners to create a positive impression.

## Topics

- The importance of the first impression and how it affects customers, superiors, and co-workers
- Everyday business situations – what other people find positive (reliability, attentiveness)
- Forms of introduction and greeting rituals in the business environment
- Pleasantness smooths the way
- Advice and hints for a positive communication atmosphere
- Initiating and concluding small talk
- Manners for smoking, chewing-gum, cell-phones, tablet computers, etc.
- Modern business table manners
- How to hold finger-food, napkins, and glasses at a buffet reception

## Course type

This is a face-to-face class room training with min. 12 and max. 16 participants.

## Learning methods and tools

Short lecture, group interactions, practical exercises at a buffet reception.

**Laptop** or tablet is required to have access to the e-documentation. Please bring your own device.

## Duration

0.5 day including buffet reception