

Unleashing Your Potential

Course Outline

Business Etiquette and Professional Conduct in the workplace

3 DAYS

This course is accredited by the Services Seta and the material covers unit standards 7790 at level 4 with 6 credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.



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Course Objectives

Welcome to the exciting world of Business Etiquette and Professional Conduct in the workplace

In today's diverse and dynamic South African workplace, business etiquette and professional conduct play a vital role in fostering productive working relationships, promoting organisational success, and ensuring a respectful and inclusive environment. Employees are increasingly required to demonstrate not only technical competence but also strong interpersonal skills, cultural awareness, and professional behaviour in all workplace interactions.

This course on Business Etiquette and Professional Conduct in the Workplace is designed to equip learners with the knowledge, skills, and values necessary to interact effectively and professionally within a variety of organisational settings. It recognises the unique cultural, social, and legislative landscape of South Africa, where diversity, inclusivity, and ethical conduct are central to workplace practices.

The programme explores key aspects of workplace etiquette, including effective communication, appropriate professional appearance, time management, workplace relationships, and the respectful use of digital communication platforms. It also addresses the importance of ethical behaviour, adherence to organisational policies, and compliance with relevant South African labour legislation and workplace standards.

Learners will develop an understanding of how professional conduct contributes to personal effectiveness, team cohesion, and the overall image and reputation of an organisation. Practical guidance is provided to help participants navigate workplace expectations, interact appropriately with colleagues and clients, and uphold standards of professionalism in both formal and informal situations.

By the end of this course, learners will be able to demonstrate appropriate business etiquette, communicate professionally, adapt to diverse workplace environments, and contribute positively to a culture of respect, accountability, and excellence within their organisations.



Course Outcomes

**Upon completing this course,
the participants should be able to:**

- Understand personality types
- Plan and organise work
- Match the type of communication with the appropriate method
- Improve telephone skills
- Develop filing systems
- Use electronic filing systems
- Handle office documents and a diary with appropriate confidentiality
- Use office equipment
- Apply professional behaviour and conduct
- Adhere to professional dress codes
- Understand and apply Business Ethics and Confidentiality



Course Outline

Day 1

- Personal effectiveness in the workplace
- The importance of spoken and written word
- Managing your work relationships well
- The phone call
- Dealing with an angry caller

Day 2

- Writing intelligent e-mails
- Agendas and Minutes of Meetings
- Professionalism
- Managing and planning your work well
- Introduction to data management
- Setting up a data management system
- Understanding filing



Course Outline

Day 3

- Confidential and non-disclosable information
- Managing stationery in the office
- Implement control measures with individuals
- Presenting yourself in a job interview

