



Pakistan Society for
Training & Development

Corporate Etiquette and Personal Grooming

Achieving Success in the World of Work

It is said that an organization is only as credible as its people. First impressions and the way employees, especially those in the senior management, communicate in a corporate environment are the basis of building that credibility and hence garnering success. This program will prepare employees across the organization to create the necessary impression through the acquisition of some basic yet important business etiquette skills.

Please note that these sessions will include numerous activities involving role play, team work and constructive criticism, making sure that all participants take away maximum learning from the program, and thoroughly enjoy it! They can also be specifically tailored should the client have any special needs or requirements.

KARACHI

23rd-24th Nov 2017
9:00am - 5:00pm
PSTD, Karachi

Course fee: Rs. 22,500/-

(Plus GST) (Per participant)

Includes Course material, PSTD Certificate, Lunch,
Refreshments & Business Networking

Want to run this program in-house,
Please Contact

Hasan Abbas

Regional Manager Sales - South

FOR REGISTRATION AND DETAILS CONTACT

Plot # TC-3, 34th Street, Off Khayaban-e-Sehar, Phase V Extension DHA, Karachi.

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DAY 1: The Etiquettes of Communication

Session 1: Communication Essentials

An Introduction: Corporate Etiquette and its Role in various Communication Channels and Systems
The Benefits of Corporate Etiquette Intelligence
How lack of Mannerisms contributes towards Barriers to Communication
Setting the ground for Well-Mannered Communication: Preplanning tips and strategies!

Session 2: Personal Grooming and Appropriate Attire: Making a great First Impression!

Introduction: Being well groomed is crucial for success!
Professional Attire for various Corporate Meet-ups
BONUS INSIGHT: How to Dress for Success for Male and Female Professionals!
• Other Tips for a Powerful and Respectful Presence:
1. Appropriate Business Accessories 2. Designing the your Business Card and How to carry it

Session 3: Showing Etiquette through a Powerful Presence: Boosting your Self-Confidence!

Introduction: Being well groomed is crucial for success!
The Power of Listening
High Context Vs. Low Context communication cultures
• Top 10 Basic Communication Manners for Everyone to follow!
• Reducing Natural Apprehension and Anxiety – Top Strategies!
Perfecting: 1. Body language 2. Facial Expressions 3. Gestures 4. Eye contact 5. Voice
Catering to your Audience's needs – Presenting a Story by using Creative Tools and Materials

Session 4: Essential Global Rules of Etiquette for Today's Professional

• Handshake Etiquette: Paying Respect to Proxemics and various Cultures
• Business Card Etiquette: Do's and Don'ts of handling Business Cards
Cell phone Etiquette: Do's and Don'ts of using Cell phones professionally

DAY2: Corporate Etiquettes Applied Inside and Outside Work

Session 1: Etiquette towards the Organization and your Team

Ethical Behavior and Etiquette
Paying respect to Organizational Cultures: Monochromic and Polychromic
Basic Rules for Etiquette at Work
Etiquettes of working as a Team Head: Being a Team Player vs. a Team Member

Session 2: Essentials of Email and Office Meeting Etiquette

Email Content: To send or not to send?
Drafting an Effective and Well-Mannered Email:
1. Your Email Address and Subject Line 2. Sharing Information: CC and BCC 3. How to write Courteously
4. Catering to your Email Audience: Email Layout and the 5 Cs
Preparing for Meetings:
1. Developing an Action Plan 2. Pre-meeting Etiquettes 3. Crafting effective Agendas
Conducting Ethical Meetings and Practicing Good Manners
Post Meeting Etiquette

Session 3: Dealing with Office Politics and Resolving Conflicts Amicably

Practicing Etiquette across the Hierarchy
Forces contributing towards Conflict and Politics
Politics vs. Etiquette at work
Conflict Resolution: Settling your Differences Amicable and Ethically

Session 4: Etiquette Rules towards External Stakeholders at Corporate Events

Interacting with External Stakeholders at Corporate Events:
• The Rights of External Stakeholders
• External Representation of the Organization
• Carrying the Corporate Brand
• Global Do's and Don'ts of:
1. Giving Gifts 2. Corporate Dining



Trainer's Profile:

Kanwal Akhtar

Kanwal Akhtar is a Senior Consultant and Learning Facilitator. Her ability to connect with clients and listen to their needs allows her to tailor her message to meet their specific goals and objectives.

Kanwal is skilled at thinking on her feet and being flexible. She is a strong, clear, and articulate communicator who focuses on providing a positive learning experience. She brings her signature blend of flair, experience and passion that generates momentum and inspires individuals to increase their personal effectiveness and create enhanced and lasting organizational change.

She is no stranger to the corporate world. She has worked with dynamic organizations like Reckitt Benckiser, DHL, Engro Polymer and Colgate Palmolive. Consequently, her examples and anecdotes are always related back to specific business outcomes to ensure a contextualized learning.

Kanwal has trained participants from Allied Bank, Atlas Funds, Pakistan Suzuki, Lotte Chemicals, Coca-Cola, PARCO, National Clearing Company, MAL Pakistan, Bay View High School, NAFFCO, Siemens, Silkbank, Bayer, Cinepax, Philip Morris Pakistan, Bank of Punjab, State Bank of Pakistan, Amreli Steels, to name few.

Kanwal is a sought-after Master of Ceremony and Keynote Speaker. She is also a visiting faculty member for Executive MBA and BBA programs at IBA, Karachi. She is a preferred facilitator for conducting Lean-In Circles: <http://leanin.org/partners/community>

Areas of Expertise

- Business Communication
- Business Writing Skills
- Corporate Grooming & Etiquettes
- Emotional Intelligence
- Personality Development Programs
- Women at Work & Lean-In Circles