



## PROFESSIONAL COMPETENCY: administrative assistant

# ETIQUETTE INTELLIGENCE

Empowerment in the workplace starts with making sure your professional presence projects confidence and authority. Understanding professional etiquette can make a difference. Etiquette Intelligence instructs participants on how to make great first impressions, explores classic mistakes to avoid when using tools such as voicemail and email, and reviews professional courtesies that can give you the edge in building positive business relationships.

### Objectives:

By the end of this workshop, participants will be able to:

- **Recognize how attention to appearance, manners, and observance of workplace etiquette creates a professional presence**
- **Review office communication tools and how to appropriately use them for maximum effectiveness**

