



Etiquette Intelligence: Enhancing your Professional Image

Objectives:

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

- Recognize how attention to appearance and observance of workplace etiquette creates a professional presence
- Understand how to appropriately adapt your communication style to get positive results
- Review office communication tools and how to use them for maximum effectiveness



Summary

Want to empower yourself in the workplace? It starts with making sure your professional presence projects confidence and authority. Learn how your communication style matches up with your boss and others and how that knowledge can create a win-win. Understanding professional etiquette can make a difference.

In **Etiquette Intelligence: Enhancing your Professional Image**, the second class in the **Administrative Assistant Series**, you will practice introductions and other fundamentals that impress, explore classic mistakes to avoid when using Tools of the Trade such as voicemail and email that can send the “wrong” message, and review professional courtesies that can give you the edge in building positive business relationships.