

## Business Etiquette (1 Day)

### Course Outline

#### I. Interacting with an Audience

- A. Communication Process
- B. Functioning in Groups
- C. Meetings and Meeting Procedures
- D. Debates and Negotiations

#### II. Preparing for the Presentation

- A. Introduction to Presentations
- B. Planning for Formal Presentations
- C. Structuring Your Speech
- D. The Use of Visual Aids
- E. Audience Interaction and Continuity
- F. How Do I Sequence My Presentation Information?

#### III. Use Language Manipulation to Engage Your Audience

- A. Manipulative Language
- B. Persuasive Language Features
- C. Distortion of Language

#### IV. Administration and Etiquette of Meetings

- A. How to Start
- B. Present for Focus
- C. Bringing the Group Back
- D. Wrap It Up
- E. Five Simple Steps to More Effective Meetings
- F. Templates Used for Meetings

### Training Plan

#### Training Objectives:

1. Develop the ability to interact with an audience
2. Gain understanding of the communication process
3. Develop skills to function in groups
4. Learn the rules of meetings, meeting procedures, debates and negotiations
5. Develop skills on preparing and delivering presentations
6. Identify the different ways to use language to manipulate and engage an audience

#### Materials and Resources:

- Case studies
- Role-Playing Scenarios
- Handouts and worksheets

#### Training Methodology:

### ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07  
Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543  
Web: [www.enjoconsultants.co.za](http://www.enjoconsultants.co.za) | Email: [training@enjoconsultants.co.za](mailto:training@enjoconsultants.co.za)

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Block 8, Central Office Park, 257 Jean Avenue, Die Hoewes, Centurion, 0157

ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302  
Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC



- Face-to-Face Class Attendance at ENJO Consultants according to the training schedule.
- Virtual Attendance via MS Teams according to the training schedule.
- Training can also be presented at the company's premises.
- Virtual Attendance via MS Teams specifically tailored for the client's staff.

#### Assessment and Evaluation:

- Short quizzes or knowledge checks throughout the day.
- Optional Assessments depending on the client's requirements.

This training plan aims to provide a comprehensive understanding of emotional intelligence and its practical application in a corporate setting. Adjustments can be made to tailor the course to the specific needs and goals of the corporate clients.

## Certification

- Short Courses are Non-Accredited Training.
- A Certificate of Attendance will be issued after the training.

## Bookings

Telephone: 012 667-1985

Email: [training@enjoconsultants.co.za](mailto:training@enjoconsultants.co.za)

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