SKILLSLAB
Training Provider

EVENT BROCHURE

Workplace Etiquette and Professionalism

Upcoming Training Event

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Skillslab Training Provider
Skills for Tomorrow's World

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Course Description

Course Overview

The **Workplace Etiquette and Professionalism** course is a comprehensive, knowledge-based program designed to strengthen professional behavior, communication standards, and workplace conduct for employees stepping into leadership and supervisory roles. As organizations grow more diverse, fast-paced, and interconnected, expectations around professional etiquette have become a critical component of effective management and organizational credibility. For new managers in particular, understanding how to model professional behavior is essential to gaining trust, authority, and respect from teams and stakeholders.

This course directly supports **leadership training for new managers** by clarifying behavioral expectations, reinforcing professional standards, and aligning etiquette with organizational values. Participants gain a structured understanding of how professionalism influences workplace relationships, team performance, and organizational reputation. The program delivers clear frameworks that help first-time managers navigate daily interactions confidently and consistently.

Key Outcomes

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

- By the end of this program, participants will be able to define workplace etiquette and professionalism within a managerial context.
- By the end of this program, participants will be able to demonstrate professional conduct expected from first-time managers.
- By the end of this program, participants will be able to apply professional communication standards in daily workplace interactions.
- By the end of this program, participants will be able to manage workplace behavior in line with organizational policies and values.

- By the end of this program, participants will be able to identify unprofessional behaviors and address them appropriately.
- By the end of this program, participants will be able to maintain professional boundaries with team members and colleagues.
- By the end of this program, participants will be able to model etiquette that reinforces leadership credibility and trust.
- By the end of this program, participants will be able to support a respectful and inclusive workplace environment.
- By the end of this program, participants will be able to align professional behavior with leadership accountability standards.

Who Should Attend

This course is designed for professionals who are expected to demonstrate leadership presence and professional conduct, including:

- First-time managers and newly appointed supervisors
- Team leaders and section heads
- High-potential employees preparing for leadership roles
- Junior and middle managers across all departments
- Human resources and people management professionals
- Project leaders with direct reports

Prerequisites: No prerequisites.

Course Outline by Modules

Day 1: Foundations of Workplace Etiquette and Professional Standards

- Definition and scope of workplace etiquette
- Professionalism as a leadership responsibility
- Organizational values and behavioral expectations

- Cultural awareness and respectful conduct
- The impact of etiquette on credibility and performance

Day 2: Professional Communication and Workplace Interaction

- Verbal and non-verbal communication standards
- Professional email, meeting, and digital etiquette
- Managing tone, language, and clarity in leadership communication
- Listening skills and respectful dialogue
- Avoiding common communication pitfalls

Day 3: Professional Behavior, Image, and Managerial Presence

- Professional appearance and workplace image
- Behavioral consistency and self-management
- Managing emotions and reactions in the workplace
- Professional conduct under pressure
- Setting behavioral expectations for teams

Day 4: Boundaries, Respect, and Workplace Relationships

- Professional boundaries between managers and team members
- Respect, fairness, and impartial treatment
- Managing difficult conversations professionally
- Handling workplace conflict with professionalism
- Preventing misconduct through clear behavioral standards

Day 5: Sustaining Professionalism and Role Modeling as a Leader

- Leading by example and behavioral accountability
- Reinforcing etiquette through daily leadership actions
- Addressing unprofessional behavior constructively
- Aligning professionalism with organizational policies

- Building a long-term culture of respect and professionalism

Methodology

The **Workplace Etiquette and Professionalism** course is delivered using a primarily theoretical and structured learning approach. The program focuses on clear concepts, professional frameworks, and leadership principles rather than intensive practical workshops. Content is delivered through instructor-led explanations, simplified workplace scenarios, and guided discussions aligned with **first-time manager training** and **management skills training** objectives.

Interaction is balanced between individual reflection and group discussion, allowing participants to contextualize professional standards within their own roles. Simple practical elements may include short knowledge checks, self-assessment questionnaires, or reviewing sample etiquette guidelines. Training materials include summary sheets, a structured workbook, and practical reference templates that can be easily applied in the workplace. Optional pre-work or follow-up materials are available upon request only.

Assessment & ROI

Assessment during the program is conducted through in-session methods such as short quizzes, guided question-and-answer discussions, and recap reviews at the end of each day. These methods ensure that participants understand key concepts and can articulate professional standards relevant to their leadership roles.

Organizations may choose to measure the return on investment internally using key performance indicators, manager evaluations, employee feedback, or performance review outcomes. **Internal measurement is managed by the client organization and is outside the scope of our delivery.** Optional follow-up support or reinforcement sessions can be provided upon request.

Instructor Profile

Instructor assignment depends on the delivery date and city. We work with a global pool of trainers. Please contact us to confirm the most suitable available instructor for this course based on schedule and location.

Conclusion

The **Workplace Etiquette and Professionalism** course equips new managers and supervisors with essential knowledge to lead with confidence, credibility, and respect. As a core component of a **new manager leadership course** or **leadership fundamentals course**, this program strengthens professional behavior, communication standards, and managerial presence. Organizations seeking effective **leadership development for team leaders** and consistent professional conduct across teams are encouraged to contact us to tailor delivery options, including onsite, online, or blended formats, with flexible duration options and a recognized **certificate of completion** upon successful participation.

Contact Us

To secure your place or request further information about this event, please contact us:

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