

Business Etiquette for the World Stage

Getting it Right for all Cultures

This workshop is tailored for individuals who have to meet a number of cultures regularly and often deal with a number of individuals on a global basis. This programme is delivered to the international Students studying at the Warwick Business School

This will create awareness of the intricacies of business etiquette in today's corporate world. It can be tailored to focus on UK and/or overseas etiquette as required.

Topics Covered

- **Why Business Etiquette is important**
- **Building professional profile and reputation**
- **The ABC of Business Etiquette**
- **Behaviour and Communication**
- **Meeting and Greeting**
- **Meetings**
- **Business entertaining/corporate hospitality**
- **Communications**

Learning Outcomes

- **Share and compare ideas about customs and taboos in their work environment**
- **Describe correctly the key do's and don'ts for the 4 key work situations and identify correctly the behaviours and actions that will contribute to a successful impact and profile**



- **State the 3 key components of business etiquette and the 4 key situations/work activities where knowledge of business etiquette is critical**

Katie Day



Katie is a qualified Executive coach and guest lecturer of Business Etiquette at Warwick Business School, she is highly regarded in the fields of Equality, Personal Branding, Cultural Awareness and Corporate Social Responsibility.

Her background is predominantly in global banking, working with the European Bank for Reconstruction and Development from 1995 to 1999 running self development courses and guiding the Bank through the maze that is Diversity. In 1999 Katie joined Business in the Community working primarily with London city clients on Diversity issues, specialising in gender diversity. Katie also worked with clients on their corporate social responsibility agenda for 6 years.

Katie's clients include Kent County Council, The Bank of England, The National Archives and Inmarsat Global.

Equally as comfortable with small and large corporate organisations Katie brings a down to earth approach to very tricky subjects. She is passionate about bringing positive change to all individuals whatever their background.

Katie also has qualifications as a personal development trainer and image consultant.