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# Course: Business Etiquette and Protocol

Code	City	Hotel	Start	End	Price	Language - Hours
344	Zagreb (Croatia)	Hotel Meeting	2025-03-10	2025-03-14	4950 €	En - 25

## Introduction

### This program is designed for:

Personnel officers, personal assistants, employees in the hospitality business and all those whose position requires dealing and interacting with important persons in both government and private sectors.

## Objectives

- Behave correctly in both business and social situations.
- Interact effectively with different types of guests.
- Play the role of the ideal host at various functions.
- Organize and manage events such as business luncheons and formal dinners.
- Meet and greet important guests, clients and customers in a proper manner.
- Deal successfully with the media.

## Content

### Definitions of Etiquette and Protocol

- The Importance of Etiquette in Business
- The Importance of Protocol in Business
- Applying the Right Behavior in Different Situations
- Creating the Right Image for your Organization



- Image Building and Image Management

## **Guest Relations**

- Gaining Guests' Respect
- Understanding Human Relations
- Proper Greetings and Introductions
- Professional Hand-Shaking
- Giving Business Cards in a Proper Way
- People's Names (Pronunciation and Remembering)

## **The Ideal Host**

- Key Qualities of the Ideal Host
- Dealing with Different Types of Guests
- Handling Difficult Personalities
- Dealing with Guests' Complaints
- Handling Guests' Complaints in a Timely Manner
- Perception and Business Relations

## **Managing Events and Behavior**

- The Business Meal
- Table Manners at Business Lunches and Business Dinners
- Setting of the Room and Table
- Mistakes to Avoid at Business Events
- Meeting Guests at Airports

## **Proper Communication Etiquette**

- Phone Etiquette
- Meeting Etiquette
- Email Etiquette



## **Handling the Media**

- Dealing with Questions
- Handling Confidential Information
- Effective Public Relations

## **Time and Task Management**

- Prioritizing Tasks and Managing Time Effectively
- Tools and Techniques for Efficient Time Management
- Delegating and Coordinating Tasks
- Managing Stress and Avoiding Burnout

## **Development of Communication Skills and Interaction with VIPs**

- Effective Communication Techniques
- Verbal and Non-Verbal Communication
- Active Listening and Empathy
- Interaction with VIPs
- Building Rapport and Trust
- Handling Difficult Situations with Diplomacy



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.