

Professionalism in the Workplace

What Can You Expect?

In a business environment, you are required to behave professionally according to specific organisational standards. Professional behaviour empowers people. You become more principled and confident, in line with the organisation you work for. This course delves into the importance of behaviour: to ensure that you take full responsibility, and that you understand the consequences of negative or inappropriate conduct in the workplace.

Who should attend this course?

This course is intended for all members of staff: secretaries, receptionists, administration staff, team leaders and managers.

2 Day Course Content

Behave professionally in a business environment

- Recognise protocol and etiquette when referring to professionalism
- Understand good conduct in a business environment
- Public and Private sector
- Office behaviour 'do's and don'ts'
- Define an appropriate dress code within specific organisations
- Honour working hours within an organisation
- Communication in the workplace – among colleagues and others
- The importance of a positive attitude in the workplace
- Listening skills in the work place

Meet and interact with people in a business setting

- The importance of first impressions in a business environment
- Greet guests in the reception area according to standard procedures

- Demonstrate professional greetings, introductions and the correct use of a handshake
- Close an interaction with a customer or guest
- Interpret body language in a business environment – positive and negative
- Appropriate posture and eye contact used in business
- Respect for other people in business: space, behaviour, listening
- Examples of sexual harassment in the workplace

Understand business ethics

- The concept of business ethics in relation to various business environments
- Ethical business practices
- Sources of ethical values
- Personal attitudes that contribute towards ethical or unethical behaviour
- Ethical diversity at a basic level in business

Unit Standard Alignment

SAQA ID: 14359

NQF Level: 2

Credits: 5

US Title: Behave in a professional manner in a business environment



Services Seta Accreditation No: 4135



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