

GSLs Workshop and Dinner

“Business Etiquette”

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This workshop covers the following content:

a) Perception-phenomena and personal impact

Politeness is a communication factor

- Introductions (yourself, individual persons and groups)
- Addressing people correctly and dealing with titles
- Friendly handshake, eye contact, comfort zone, accompanying people
- How to say “Good Bye”

b) Dressing appropriately for meetings and presentations

- Do's and taboos — the numerous aspects of business dress
- Quality characteristics and key criteria of proper business dress

c) Body language and charisma

Body language and how to use it
Utilization of charismatic cues

d) “Coming together” in terms of a cocktail reception

The right conditions

- Invitation, accepting, declining, punctuality, gift for the host
- Obligations and taboos for the guest and host
- Choice of restaurant and tables, seating arrangements
- Suitable sequence of food and drinks

Good manners in the restaurant and in private context

- Entering the location, behavior at the cloakroom
- Approaching and leaving the table
- Receiving guests and business partners

Excellent table manners

- Posture, sitting down and sitting, partner at the table
- Paying, tipping, drinking alcohol, smoking
- Suitable conversation starters, small talk
- The simple and expanded table setting, right or left-hand?
- Using the serviette, silverware, plates and glasses

How do you eat that?

- Handling all types of food