Manners Matter
The Essentials of Business Etiquette

### Topics Covered:
- What is Etiquette and Why is it important in business
- First Impressions: How to make them lasting in a positive way
- Personal Grooming: Why personal grooming can make a difference
- Business Attire: How to dress properly for various business events
- Communication: Welcome and Unwelcome Topics
- Compliments
- Tone of Voice
- Gestures
- Phone Etiquette
- E-mail Etiquette

### Methodology:
Lecture with power point demonstration, role playing (translator available), interactive exercises, games.

### Day One:
**Indicative time** | **Thursday 29th November, 2007**
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9:30 - 10:15 | What is Etiquette and Why is it important
10:15 - 10:30 | Break
10:30 - 11:30 | The Basics
11:30 - 12:15 | Common Mistakes and How to Recover
12:15 - 13:00 | Lunch
13:00 - 13:45 | First Impressions and How To Make Them Last
13:45 - 14:15 | Personal Grooming
14:15 - 15:00 | Business Attire
15:00 - 15:20 | Break
15:20 - 16:30 | Communications
16:30 - 17:00 | Review

### Day Two
**Friday 30th November, 2007**
09:00 - 9:30 | Q and A
09:30 - 10:30 | Table Manners
10:30 - 10:45 | Break
10:45 - 12:15 | International Business Etiquette
12:15 - 13:00 | Lunch
13:00 - 14:15 | Workplace and Social Settings
14:15 - 15:15 | Why Good Manners are Good for Business
15:15 - 15:30 | Break
15:30 - 16:30 | Business Etiquette Quiz
16:30 - 17:00 | Review

Cisca Wikkeling has been living and working in China for six years and is the Shanghai Branch Manager of Asia Pacific Access Ltd (APA). APA's mission is to facilitate timely and effective communication in China between foreigners and Chinese nationals, and between foreign and Chinese corporations and agencies. We are an international consultancy with over 16 years of China experience. Providing China-specific Relocation, Cross-Cultural Training and value added services is our specialty.

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- Orientation and Destination Services
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- Employee Immigration and Registration
- Spouse Support
- Business Establishment
- 2nd and 3rd Tier Cities Liveability Assessment

Register Now!
Contact APA (Shanghai) on 6249 3226 or email: info@apachina.com

Date: 29th & 30th November, 2007
Time: 9:00 am to 5:00 pm
Venue: Hua Ting Hotel, No.1200 Caoxi Road North, Shanghai
Fee: 3900 RMB for 1 person, 3510 RMB for 2 persons, 3315 RMB for 3 persons

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