



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 16 November 2025 To 20 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Professional Business Etiquette is an essential skill set for anyone looking to thrive in the corporate world. This 5-day course is designed to equip participants with the knowledge and skills necessary for effective and respectful interactions in various business settings. From mastering the art of communication to understanding the nuances of international business etiquette, participants will leave this course with the confidence to handle any professional situation with poise and sophistication.

## Objectives

- Understand the fundamental principles of professional etiquette.
- Develop effective communication skills for business settings.
- Learn proper dining and workplace etiquette.
- Navigate international business etiquette with cultural sensitivity.
- Enhance personal brand and professional presence.

## Course Outlines

### Day 1: Introduction to Professional Etiquette

- Understanding the importance of business etiquette.
- The impact of etiquette on career success.
- Identifying different types of etiquette in the workplace.
- Self-assessment and reflection on current etiquette skills.
- Setting personal goals for improvement.

### Day 2: Effective Communication in Business

- Verbal communication skills and professionalism.
- Non-verbal communication and body language.
- Telephone and email etiquette.
- Listening skills for better understanding and rapport.
- Handling difficult conversations with tact.

### Day 3: Dining Etiquette and Business Entertaining

- Proper table manners and dining protocols.
- Hosting and attending professional meals.
- The dos and don'ts of business entertaining.
- Dressing appropriately for different business occasions.
- Understanding the role of alcohol in business settings.

### Day 4: Navigating International Business Etiquette

- Understanding cultural differences in global business.
- Building cross-cultural communication skills.
- Greeting and introducing in an international context.
- Cultural faux pas to avoid in different countries.

- Adapting to different business and social norms.

### **Day 5: Enhancing Personal Brand and Professional Presence**

- Developing a strong personal brand in a professional setting.
- Dressing for success: attire and grooming.
- Building a professional online presence.
- Networking skills for lasting professional relationships.
- Effective follow-up strategies and maintaining connections.