



I am Certified Business Professional

The CBP™ Business Etiquette certification program is aimed towards persons looking to learn about etiquette and proper conduct in today's business environment. The course will teach you about the do's and don'ts in specific situations such as business meals, meeting with persons from different cultures (providing specific insights), greeting, planning and attending meetings and functions. The CBP™ Business Etiquette certification develops the conceptual understanding of business etiquette and the etiquette practices for different business scenarios. You will learn the requirements for meeting, entertaining, telephone and business interaction scenarios. Additionally, the CBP™ Business Etiquette certification module addresses etiquette challenges when doing business in a multi-cultural environment.



Description

The CBP Business Etiquette manual covers the following topics:

- Introduction to Business Etiquette
- Meeting and Greeting Scenarios
- Meeting & Board Room Protocol
- Principles of Exceptional Work Behavior
- Entertaining Etiquettes
- Telephone Etiquette
- Multi-cultural Challenges
- New Issues in Etiquette

Course Objective

Successful completion of this course will increase your knowledge and ability to :

- Understand meeting and greeting scenario
- Define best meeting and board room protocol
- Master the telephone etiquette
- Define effective multi-cultural etiquette strategies
- New issues in etiquette

Who Should Attend

This course is designed for professionals who are committed to showcasing utmost appropriateness on all levels and divisions of the business world and across different cultures.

Prerequisites

This course requires that students meet the following prerequisites:

- 1 The candidate must have a commitment to the pursuit of excellence.
- 2 The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards

Course Duration

The standard duration of this course is 16 contact hours. Contact hours scheduling may vary depending on your requirement.

Certification Testing

This course helps you prepare for the following certification test CBP C40-509.

- Achieving more than 70% in the test conducted at the end of the course

Arrange to take the certification test for this course within six weeks of acquiring the course materials, as exams are updated regularly in accordance with current versions. CBP™ Professionals that have completed the CBP™ Business Etiquette course can also register for the following courses to achieve the CBP Executive™ credential (Sales, Business Communication, Leadership and Customer Service).

Approvals & Accreditation

- The Ministry of Labour, Kingdom of Bahrain
- International Business Training Association (IBTA)

For more information please feel free to contact:

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ISO 9001:2015 CERT. NO.: 750803