

## CASE STUDY

### PROTOCOLS AND ETIQUETTE

Representing your employer to clients and partners is often an enjoyable part of professional life. Knowing and understanding how best to do it can sometimes be nerve wracking. One Degree provides vital techniques, explains protocols and demystifies etiquette in workshops that build confidence and understanding.

Greetings and introductions can be uncomfortable if inadequate attention is paid to the necessary protocols. A firm, confident start to any business encounter will help lay the ground for a successful meeting and fruitful relationship.

Good manners, thoughtfulness and friendly hospitality each plays a role in welcoming guests or being welcomed in the most appropriate way.

Protocols and etiquette can be formal or relaxed, but underlying them are aspects of history, culture, religion and language.

One Degree has provided protocol training to small businesses, large not for profit organisations and research teams.

This training will ensure that all members of your team understand their role, any specific tasks they need to perform and what responses they should give, understanding also applies when you are guests of a client or partner.

An assured confidence comes hand in glove with knowledge and understanding of roles and relationships for each person. It is a valuable foundation for future relationships and business engagement.