

## OBJECTIVE

Enhance the quality of an employee's interaction with clients and colleagues through professional appearance and conduct in order to outclass the competition.

## STRATEGY

This workshop focuses on the skills needed to build solid relationships both internally and externally by adding polish and presence to employees. The workshop gives practical tools to improve customer service by mastering the art of business etiquette and professional appearance. This dynamic workshop includes group interaction, exercises, role-play, action planning, and helpful hints.

## PARTICIPANTS WILL:

- Understand the power of a positive first impression.
- Receive tips and instructions on how to enhance their personal power.
- Learn and practice the guidelines for meeting and greeting clients.
- Improve professional image by learning the power of handshakes and the rules of introductions.
- Develop skills to speak in a more clear and professional manner.
- Uncover what their clothes say about them.
- Assess what to do to improve their own professional image.
- Improve their effectiveness through emails, voice mails and telephone etiquette.
- Develop a personalized action plan.

Each participant will have hands-on opportunities to practice all skills and techniques.

## PARTICIPANTS RECEIVE:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual



# CREATING A PROFESSIONAL PRESENCE

## CLASS SIZE

Maximum class size is 16 participants.

## EXPENSES

The Training Edge, LLC will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.