



THE SCHOOL OF ETIQUETTE

GRADUATE DEVELOPMENT PROGRAMME & WORKPLACE READINESS



FASTRACK YOUR GRADUATES

Designed to build the competency levels of your graduates much faster by enhancing their behaviour, communication and image to align with the company identity and brand. This workplace readiness programme ensures the successful transition from university to the corporate world, giving your graduates the confidence to interact with people and focus on the job at hand instead of second-guessing their behaviour.

The **Graduate Development Programme** acclimates your graduates to your professional culture - a way of doing things that separates you from other similar providers.

This gives you the peace of mind that your graduates know how to behave and are well prepared for employment and the expectations of the professional world.

The Challenge

Each graduate comes from a diverse background with a different culture and different way of doing things.

Many young graduates have not even been exposed to a professional environment and the unspoken rules that govern boardrooms and business interactions.

This leads graduates to:

- Unknowingly make mistakes
- Lose focus on the job at hand
- Feel inadequate
- Perform poorly
- Lose motivation
- Reduces employment success

A Solution

The Graduate Programme provides your employees with:

- The soft skills to handle themselves with confidence and capability in all professional environments
- Strengthen relationships through the improved quality of their communication style
- And present a credible image where clients feel secure in their choice of provider.

“You may be the most technically proficient person in the world but if you do not know how to conduct yourself appropriately all that can amount to nothing.” - Testimonial by student.

A Phased Approach:

The **Graduate Development Programme** runs in four phases. They can be re-ordered, adjusted and customised according to your training outcomes.

The sessions are run in virtual and/or face-to-face sessions according to your requirements.

Phase 1: Professional Behaviour and Image

Phase 2: Virtual Conduct

Phase 3: Conversational Intelligence

Phase 4: Public Speaking



Phase 1: Professional Behaviour & Image

The Qualities of Personal Appeal
Self-esteem
Strategic Body Language
Small Talk
Building Rapport (connection)
Making an Entrance
Mingling & Networking at events
Choosing & Joining Groups
Elevator Pitches
Preparing for meetings
Boardroom behaviours
Cultural Etiquette
Telephone & Email Communication
Virtual Meetings - Hosting & Attending
Remote Relationship management
Dress Code Understanding
Clothing selection for impression, event and body shape
Power Dressing

Phase 2: Virtual Conduct

Meeting Preparation
Remote Relationship Management
Advanced Host Duties
Guest Duties
Meeting Etiquette Do's and Don'ts
Impression Management & Body Language

Phase 3: Conversational Intelligence

Neuroscience behind good leadership
Measure the impact of different conversations on the brains of others
Reach desired outcomes through high quality conversations
Discovery Questions
Listening to Connect
Transformational KPI's
Manager/employee relationship restoration and building
Understanding a Good & Bad Conversation and what leads to them
CIQ Techniques for building TRUST with clients, colleagues and subordinates
CIQ Techniques for building a culture of mutual respect, understanding and transparency

Phase 4: Public Speaking

Confident Speakers Mindset
Compelling openings and close-offs
Storytelling
Keynote Address structure
Pitching Structure
Workshop Facilitation & Speech structure
Virtual Presentation Techniques
Powerpoint Philosophy





Adams & Adams



CLIENTS & TESTIMONIALS

"Management can see who has attended your training and who hasn't. The key component that your training addresses is their (graduates') behaviour. Without receiving this type of training it becomes about their behaviour instead of their competency levels. M. Jacobs Regional Learning Manager | SAPPI

"You can tell the difference between the CA's who attended your course and those that didn't. We have received complaints from the partners about the CA's who have not attended your training." Z. Williams CA Development | Adams & Adams

"You can be the best technically proficient person but without these etiquette tools, all that skill amounts to nothing if you do not know how to carry yourself and interact professionally." B. Marambire

"10/10 Because my life will never be the same! I loved everything! The confidence and the passion of the presenters, how non-judgemental they were. Every person alive should undergo something like this at least once and the earlier the better." N. Ngcobo

"11/10 This course exceeded my expectations. The business section was extremely valuable. I think all business people have to enrol on this course, and all young people! The delivery was interactive, energetic and humorous." C. Fourie

"A perfect 10 – my days of trembling hands and terrifying anxiety are finally over. A big thank you to both Courtenay and Kane for equipping me with the skills to take on every situation no matter how intimidating it may be, with poise and conviction." N. Coetzee



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THE SCHOOL OF ETIQUETTE

KNOW MORE • DO MORE • BE MORE