

TMY-SS51: Incorporating Personal Grooming and Basic Etiquette

Course Code: TMY-SS51

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

This 2-days programme provides a holistic form of grooming and image to the participants where they learn to easily transform their image, looks and confidence level. The intention is to be in line with the positive transformation of the whole organization. It will be excellent for those who want to learn how to carry themselves professionally at meetings, when meeting local and international clients, at events and how they project their image.

SKILLS COVERED

Upon completion of this programme, the participants will be able to :

- Deal directly with clients and carry the image of the company through them
- Learn to carry themselves professionally in formal and informal business and social settings
- Learn to address and socialize with people of all levels
- Learn to easily transform their image, looks and confidence level

WHO SHOULD ATTEND?

This course is design for Administrators, Clerks, Executives, Front line staff, Customer Service Officers, Assistant Manager, Manager and Supervisors who deal directly with clients.

PREREQUISITES

There are no prerequisites required to attend this course.

MODULES**Module 1 - Introduction**

- Who Am I?
- What makes a Successful person?
- Let's Group
- Learning Guidelines

Module 2 - Your Whole Being Transformation

- Your Purpose
- The Importance of Change
- Getting Out of your comfort zone
- Understand patterns of excellence; take responsibility and break personal limits (Group Discussion & Sharing)

Module 3 - The Body : How The External You Affects Your Whole Being

- Dressed to Kill or Dressed to attract
- Project and Discussions

Module 4 - Grooming Your Image

- Accessories
- Clothes at Work & at Play
- Hair
- Tudung Wearing
- Nails
- Personal Care

Module 5 - Clothes For Your Body Shape

- How to look Thinner, Taller, Younger and Smarter

Module 6 - Presenting Yourself To Your Clients

- Get your personal image right

Module 7 - Body Language And Non-Verbal Communication

Module 8 - How To Brand Yourself In Your Work?

- What is Branding and Personal Branding?

Module 9 - Basic Business And Social Etiquette

- Posture
- Cross Sitting and walking
- Gender Greeting
- Cross Culture
 - American vs European vs Mid East

Module 10 - Basic Western Dining Etiquette

- Informal Setting
- Business Setting
- Formal Dining
- Seating arrangements
- Socializing etiquette

(Let's practice!)

Module 11 - Understanding People

- Fundamental Human Needs
- Basic Customer Service and Etiquette
- Dealing with Different Types of People with Compassion
- Handling Difficult People

Module 12 - The Power Of Your Mind

- Understanding How Your Mind Works
- Experiments

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