

2022

SSM Webinar



BUSINESS ETIQUETTE FOR CORPORATE PROFESSIONALS

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COURSE INTRODUCTION

Business Etiquette is a set of standards for behaviour in a business environment in which corporate people treat each other with respect and courtesy. Good business etiquette is the foundation for professional image and effective leadership. Proper business etiquette builds strong relationships within a company's workforce. It also gives the company's clients and customers a strong assurance that the business is conducted in a professional manner.

COURSE OBJECTIVES

This course provides a practical guide on how to develop a strong professional image and successful relationships with internal and external customers of a company.

COURSE CONTENTS

- The ABC of Business Etiquette.
- Personal grooming and cultural norms.
- Meeting and greeting practices.
- Social and conversational skills.
- Professional conduct in the corporate environment.

TRAINING METHODOLOGY

Videos, brain teasers, games, live polls, case studies, hands-on practice.

LEARNING OUTCOME

By attending this course, participants will be able to:

- Develop a strong professional image and personal branding.
- Enhance their personal charisma and magnetism.
- Strengthen their effective leadership and people skills
- Achieve success as well-respected role models.

WHO SHOULD ATTEND

All corporate officers and professionals who are ambassadors of the company.

ABOUT THE TRAINER

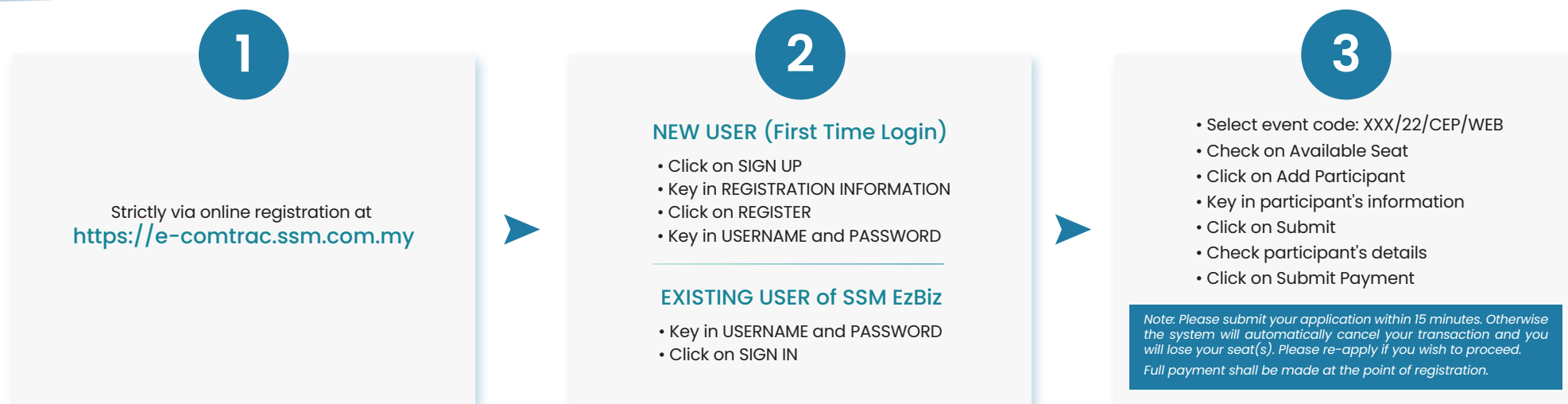
Kim Chow is an educator, a soft skills trainer and director of Kim Chow Communicators which owns the registered trademark KimChow®. Her experience in the corporate world has sharpened her Communication Skills in our multicultural and pluralistic business world. The competitive business environment has motivated her to raise the bar on her expertise in Business Etiquette and Personal Branding. As a result of her ongoing business endeavours, she has documented a vast collection of case studies which she uses in her training programmes. As a practitioner of Experiential Learning, her training methodology involves hands-on activities such as simulations, role-play, dramatizations, performing arts, photography, video recording and filming. The activities are followed by self-reflection and evaluations.

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ADMINISTRATIVE DETAILS

Date	03 August 2022
Platform	Virtual platform
Time	9.00 am – 5.00 pm
Training Methodology	Videos, brain teasers, games, live polls, case studies, hands-on practice.
Fee	RM500.00 – Standard RM400.00 – Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.
SSM CPE Points	8 points

HOW TO REGISTER?



TERMS & CONDITIONS

for Registration of Training Programmes under COMTRAC

All registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, you are deemed to have read and accepted the terms and conditions.

A participant is allowed to attend ONE programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.

No walk-in is accepted and no admission to the training programme without the confirmation slip for classroom training.

Webinar Access Link

A notification e-mail with the webinar access link will be sent at least 1 day before the commencement of the webinar. The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received. SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

Cancellation / Absent

No refund application is entertained if participant decides to cancel his registration or fails to attend a programme. Replacement of registered participant is not allowed.

Transfer

Transfer of registration fee to another programme is not allowed.

Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at comtrac@ssm.com.my.

Copyrights

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Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. This training is claimable under SBL Scheme (employer needs to apply for grant at least one day before the commencement of training).

Disclaimer

SSM reserves the right to cancel the programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternative arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the programme, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants due to the changes and / or cancellation. SSM is not responsible for the integrity of participants' computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM.

SSM shall not be responsible for any problems or technical malfunction, including, without limitation, the acts, omissions, problems or malfunctions of any telephone network or lines, computer online systems, servers, computer equipment, software, failure of e-mail, traffic congestion on the internet or at any web or combination thereof.

All information contained in the brochure is correct and accurate at the time of publication.

COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION



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