



SANT HIRDARAM GIRLS COLLEGE , BHOPAL.

Department of commerce & Management

Certificate Course

December 2025

Topic - Corporate Étiquettes

Faculty in charge : Prof. Surbhi Sahu

Course Applicability for all UG students

Course fees: Rs 50 only

Duration: 5 days

<u>Course Objective</u>	<u>Course Outcomes</u>
Understand the concept and importance of corporate etiquette	Demonstrate professional behavior
Learn dining, meeting, and business etiquette	Appropriate grooming
Cultivate positive body language	Exhibit strong interpersonal skills
Enhance employability and workplace readiness	Adopt digital and cross cultural etiquettes

Detailed overview

DAY	Theme/ Module	Learning Outcomes
1	Introduction to corporate etiquettes & professionalism	Understand workplace norms and project a professional image
2	Business Communication Etiquettes	Develop polished communication and professional writing skills.

3	Workplace ethics & conducts	Recognize ethical boundaries and act responsibly in corporate settings.
4	Digital & social media etiquettes	Use digital tools responsibly and maintain a positive professional image online.
5	Dinning , networking & career etiquettes	Demonstrate confidence and courtesy in professional and social settings.

Key Topics Covered	Activities / Practical Inputs
<ul style="list-style-type: none"> - Meaning & Importance of Etiquette - Corporate Culture & Workplace Behavior - Body Language, Grooming & Dressing for Success 	<ul style="list-style-type: none">  Dress Code Demo (Formal vs Casual)  Short Video on First Impressions  Group Activity: "Identify Good/Bad Etiquette"
<ul style="list-style-type: none"> - Verbal & Non-verbal Communication - Email & Telephone Etiquette - Meeting & Presentation Manners 	<ul style="list-style-type: none">  Role-play: Office Meeting Scenario  Write a professional email  Practice introducing yourself confidently
<ul style="list-style-type: none"> - Respect, Punctuality & Confidentiality - Dealing with Superiors, Peers & Subordinates - Handling Conflicts & Gossip 	<ul style="list-style-type: none">  Role Play: Conflict Management  Case Study: Ethical Dilemmas at Work
<ul style="list-style-type: none"> - Email, Chat, and Video Call Etiquette 	<ul style="list-style-type: none">  Students create/improve LinkedIn profile

<ul style="list-style-type: none">- LinkedIn Profile Building- Responsible Social Media Behavior	<ul style="list-style-type: none"> Simulate a virtual meeting Review "Digital Footprint" examples
<ul style="list-style-type: none">- Dining Manners & Table Etiquette- Small Talk & Business Networking- Interview Etiquette & Thank-You Notes	<ul style="list-style-type: none"> Table Setup & Dining Practice (Mock Lunch) Mock Interview & Feedback Certificate Distribution