

THE COMMUNICATION EXPERTS WITH HUMAN TOUCH

UAE - LEBANON - QATAR - GERMANY



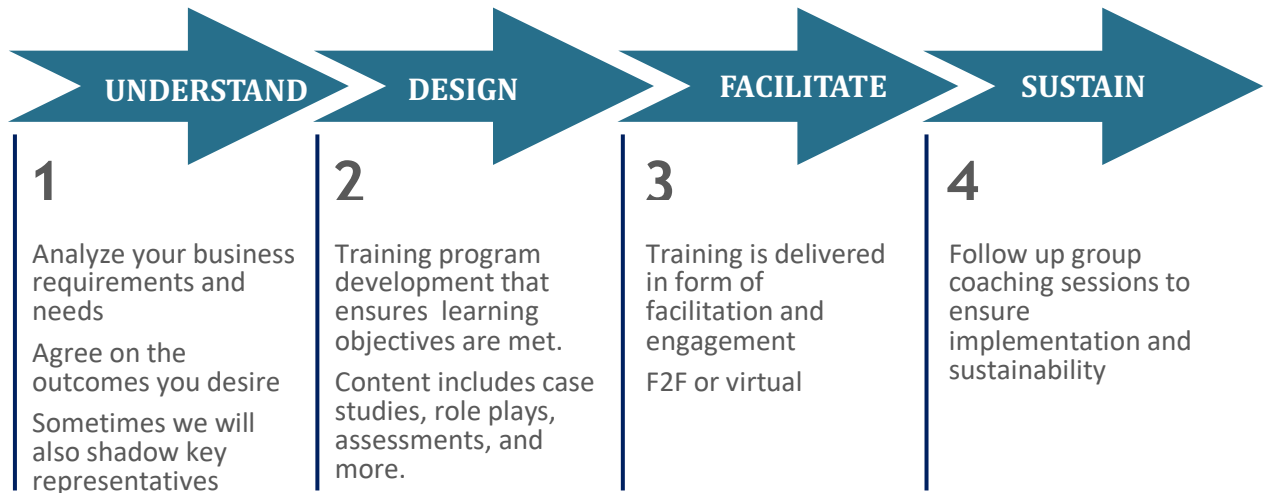
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Business Etiquette

The MYP process



1. Business Etiquette

Objectives:

- Understand the importance of etiquette in business
- Practice formal and casual conversation to strengthen relationships
- Learn about other cultures
- Understand the importance of appearance
- Identify behaviors that impact reputation
- Practice good communication skills for meetings, telephone and email

2. Training details – 2 days

Day 1

- Understanding Etiquette
 - What is Business Etiquette
 - The Importance of Business Etiquette
- The Meet and Greet
 - Creating an Effective Introduction
 - Making a Great First Impression
 - Using Business Cards Effectively
 - Remembering Names
 - The Four Levels of Conversation
- Dressing for Success
 - Common Dress Codes
- International Etiquette
 - Cultural Intelligence
 - Self-Assessment
 - Understanding other cultures

Day 2

- Communication
 - Key Communication Skills
 - Active Listening Skills
- Business Email Etiquette
 - Addressing Your Message
 - Content and format
- Telephone Etiquette
 - Greeting
 - Dealing with Voicemail
 - Do's and Don'ts
- Meeting Etiquette
- Netiquette
 - Virtual meetings
 - Technology Tips

3. Methodology

*"I hear and I forget
I see and I remember
I do and I understand"*
~Confucius

This is a highly experiential and interactive program. The session will include:

- PowerPoint Presentation
- Games and Group Activities
- Group discussions
- Tools/models
- Stories/videos
- Role plays
- Self discovery/reflection
- Personal action plan

4. Participants:

Maximum: 12

5. Investment

Our daily rate is 5000 USD, based on a one-off, 1 day training only.

This day rate will reduce and is adjusted according to the number of training sessions/days/batches.

The rate includes a thorough briefing, discovery interviews, customized design with unlimited changes.

6. Mind Your Power Portfolio

Mind Your Power is a holistic consultancy, focused on the wellbeing of employees to ensure effective communication and interaction in all walks of life and on all levels.

We base most of our very interactive and hands-on workshops on Neuro-Linguistic Programming, Emotional Intelligence, and Human Psychology and add a bespoke design to fit your needs.

Below are some of our delivered workshops:

- NLP for business
- Unconscious Bias
- Balancing work and Life
- Selling as Non-Sales professional
- Empowered Women in business
- Embracing a new Culture
- Leadership Excellence
- Communication Skills
- Solution Selling
- Emotional Intelligence
- Motivational Leadership
- Effective Team Work
- Team building
- Effective and emotionally intelligent teaching Skills
- Presentation Skills
- Stress Management
- Family Management
- Interpersonal Skills
- Cross-Cultural understanding
- Coaching Skills
- Complaint Management
- Customer Service with NLP
- Communication in times of trauma
- Empathic Customer Service
- Trust
- Relationship Management
- Effective teaching and leading
- Train the trainer
- Patient communication
- Negotiation skills
- Mindfulness
- Solution orientation
- Communicating with different personality types
- Emotional Intelligence for wellbeing
- Change and resilience
- Mindfulness
- Coaching Skills
- Developing a Growth Mindset
- Harmonious Family Communication
- Your inner critic
- Communicating positively
- Motivation for success
- Laughter Yoga
- Leading with Emotional Intelligence
- Diversity & Inclusion
- and of course many more Customized topics

Our clients include:

						ORTHOCARE LEBANON
						STRATA للخدمات A Makana Company

7. Your Trainer



Mona Abdulrahim-Santl
Managing Director Mind Your Power LLC
Trainer, Facilitator, Coach, Therapist
Member of ATD, NGH, NFNLP, AUNLP
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With an extensive training and knowledge in communication skills and customer service, Emotional Intelligence and NLP, Mona has successfully conducted numerous trainings at a wide variety of large and small organizations around the world. She has a keen sense to identify the factors that hinder the positive development of groups and individuals alike, whether intra- or inter-personal, and does so with creative techniques, along with a contagious passion, compassion, diplomacy and motivation. All of these have led to significant positive changes to the groups and individuals she has trained and coached.

With a background in natural Psychology, Mona has always believed in the power of the mind and the ability of utilizing that power to unfold the full potential.

She holds certifications in Hypnotherapy as Instructor, NLP as Instructor, Train the Trainer, DISC, Workplace Big 5, ISI Influencing Styles, CSI Change Style Indicator, FIRO-b and FIRO Business, ACTEE, Kinesiology, EFT, Pranic Healing, Emotional Intelligence, Pain Management, Transactional Analysis and Hypno-Coaching, amongst others.

She is the founder of the international program “Hypno-Parenting” and has worked with International Schools, training parents, and also academic staff in the art of effective communication.

Coming from an Arabic-European background, having lived in several countries and continents, and being fluent in 4 languages, Mona epitomizes the flexibility and understanding needed to adapt her training style to cultural, unique and individual needs.

Mona appears regularly in TV interviews, and has inspired audiences speaking at industry events in Boston, Las Vegas, Zurich, Berlin and London, and corporate events in the UAE, Bahrain and Lebanon.

She has worked with below organizations, independently as well as in association with major consultancies:

We are excited to work with you!



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