

Business Etiquette and Professional Office Communication

Office Administration

Course Overview

Business Etiquette and Professional Office Communication: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa...

What You Will Achieve

- Explain the core principles and current good practice in Business Etiquette and Professional Office Communication
- Apply practical tools and techniques for Business Etiquette and Professional Office Communication in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Business Etiquette and Professional Office Communication in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Business Etiquette and Professional Office Communication: principles, terminology and context
2. The business case: why Business Etiquette and Professional Office Communication matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
14 to 18 Sep 2026	Nairobi	\$1,450
28 Sep to 2 Oct 2026	Kampala	\$1,395
12 to 16 Oct 2026	Johannesburg	\$1,550

26 to 30 Oct 2026	Durban	\$1,550
9 to 13 Nov 2026	Accra	\$1,450
23 to 27 Nov 2026	Online	\$700
7 to 11 Dec 2026	Lagos	\$1,550

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.