

WORKPLACE ETIQUETTE [SOF012]

Becoming more conversant with issues of ethics, values and etiquette and to manage these competencies better in the workplace

SAQA Unit Standard: Not Aligned

Duration: 2 days

OVERVIEW:

To provide an understanding of key concepts such as ethics, values and etiquette and how important these factors can be in creating a harmonious workplace environment. Workplace etiquette and employee behaviour are crucial elements of employment, as both are aspects that can assist an organization in its efforts to be more effective, efficient and productive.

On completion of this training, participants will be able to:

- Define ethics and values and etiquette.
- Understand and be mindful of the importance of a good work ethic.
- Examine the correlation and interrelatedness of values and ethics.
- Discuss the pillars of character in terms of:
 - Honesty and Trustworthiness
 - Integrity and Respect
 - Reliability, Responsibility and Accountability
 - Mindfulness
 - Fairness
 - Caring
 - Citizenship
 - Team work
 - Commitment
 - Self-Awareness
- Discover how and why to apply these pillars in the workplace.
- Fostering effective work place relationships by highlighting elements of generally accepted workplace etiquette.

NB. Participants will receive printed workbooks (resource file) that can aid them in improving and implementing these competencies in the workplace.

Participants will be required to complete the following course documents:

- 1. Pre and post workshop Self-assessment Questionnaire**