



Basic Ethics and Etiquette for Library Assistants

Duration: 1 day

Aim: To equip the target group with practical skills to understand the concepts of business etiquette and to learn how to apply business etiquette in a wide range of typical business situations.

Workshop outline: The following areas will be covered:

- Introduction:
 - What is business etiquette?
 - Why is it so important in business?
 - What is the role of good manners in business?
- Creating a professional impression:
 - What does professional actually mean?
 - Making a great first impression
 - Meeting and Greeting (introducing yourself, the handshake, remembering names)
 - Dressing for success
 - Maintaining a professional image in all you do
 - Understanding the importance of reliability, loyalty and confidentiality
- Attitude:
 - Why your attitude matters
 - Difference between positive and negative attitude
 - Creating a positive attitude towards your job, life and relationships
- Creating positive relationships with colleagues, superiors and clients:
 - The do's and don'ts of office relationships
 - Avoiding rumours and gossip
 - The difference between mental and cultural diversity
 - Understanding your thinking style preference will give you a new perspective of yourself and others you interact with everyday
 - Discover what turns you on and turns you off with different people
 - Understand why you think what you think and do what you do



NPO 009-577

- Identify your primary thinking style that influences your outlook on life
- Understand how you think and work under pressure
- Explain why you get along with some people and not with others
- Discover tips on how to get along with the four different thinking preferences
- Ethical Behaviour:
 - What is meant by Ethical Behaviour
 - Different ethical issues
 - Your organisation's Code of Ethics and Conduct
 - How to build ethical power

Customisation: Allowed to suit the needs of the library

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