



**PRANVIS**<sup>TM</sup>

An ISO 9001:2008 Company

# Business Etiquette Training

**Pranvis Academy of Training and Development  
(A Division of Anarghya ETech Solutions Pvt Ltd)**

# About Pranvis

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Pranvis Academy of Training and Development is a division of Anarghyaa Etech Solutions Pvt Ltd, a 9001:2008 company, headquartered in Bangalore. We are proud member of NASSCOM and ASSOCHAM.

## **Our Mission**

- » Create Exemplary Trainers and Coaches
- » Deliver World Class Training and Coaching.
- » Inspire, Empower and Transform people with Knowledge, Skills and Attitudes

## **Our Vision**

- » Be the first choice for Training and Development
- » Have a dominant share in the training industry for next-gen training solutions
- » Bring out the best by Collaborating with students, individuals and Working Professionals to be a Peak Performer.
- » Be the first choice for Training and Development



# About Pranvis

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## **Our Team**

- » Our Trainers and Coaches are a team of experienced professionals with strong educational background.

## **Our Services**

- » Conducting Need Analysis
- » Soft Skills Training Programs
- » Behavioural Skills Training Programs
- » Leadership Training
- » Executive Coaching
- » Presentation Coaching
- » Entrepreneurship Coaching
- » Behavioural Observation using Outbound Methodology
- » Psychometric Assessment
- » 360° Feedback for Leadership Development



# Trainings offered by Pranvis

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- » All the trainings offered by Pranvis Academy of Training and Development are Evidence Based programs.
- » The training programs encompasses wide range of skills that are integral part of the business.
- » Our training programs are designed to equip our participants with the skills, behaviours and competencies required for success in the corporate world.



# Business Etiquette



- » **Etiquette Training** is one of our most highly sought after programs as the multi-national companies that lack of knowledge of global **professional etiquette** can have disastrous results on customer relationships.
- » Our **etiquette training** is very effective as the trainers have worked in various cultures and have experienced different business cultures themselves.
- » Our **Business Etiquette Training** program focuses on presenting oneself with finesse and making others comfortable in a business setting.

# Objective



At the end of the training participants will be able to:

- » Create impactful first impression
- » Communicate with more confidence
- » Enhance body language
- » Develop that extra edge to establishes trust and credibility



# Training Module



- » Making a Great First Impression
- » Developing Your Professional and Personal Image
- » Managing Different Personalities
- » Greeting Components
- » The Protocol of Shaking Hands
- » Body Language
- » The do's and don't in dressing
- » Understand various dress codes for different occasions
- » Clothes and Corporate Culture
- » Personal Props and Accessories for Men and Women
- » Corporate Protocol
- » Languages
- » Forms of Address
- » Greetings
- » Gift Giving
- » Examples of Cultural Insensitivity
- » Cultural Differences and their Effects on Business Etiquette



# Training Methodology





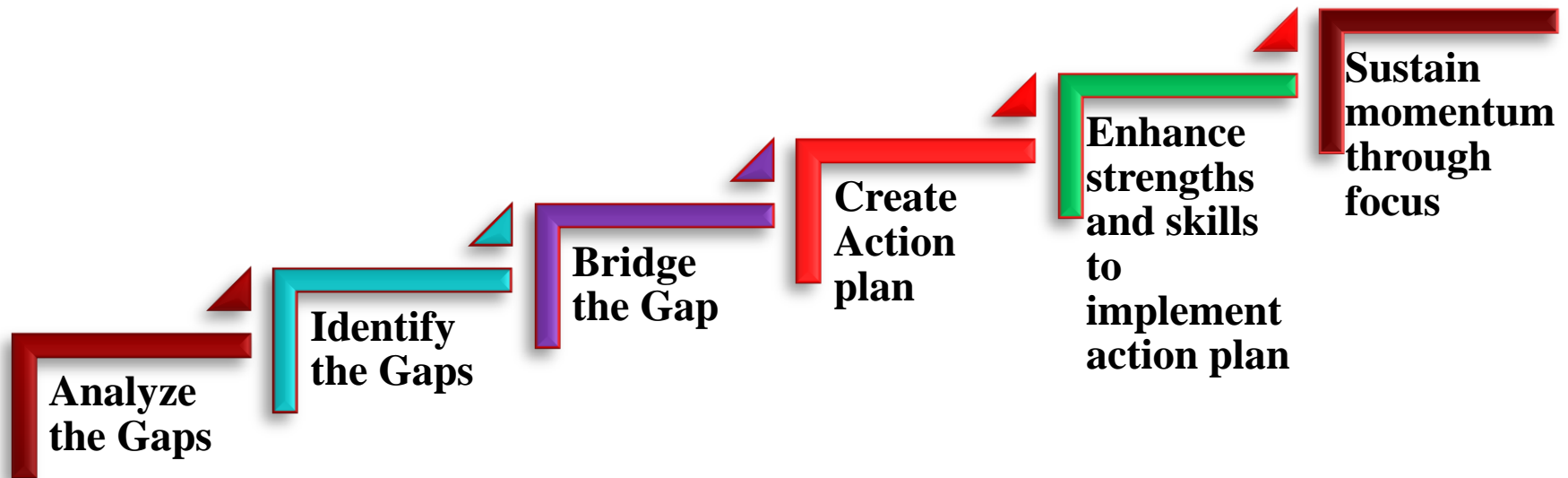
# Training Methodology

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- » We customize the content of each based on the objectives and the desired result expected by key stakeholders, to ensure transfer of learning to the workplace.
- » Our training methodology caters to all learning styles and stages. We use PowerPoints, encourage group discussions, discuss case studies, role-plays, exercises, etc.
- » We follow Adult Learning Principles to ensure all our training programs are experiential
- » Conduct Post Training Evaluation – Knowledge or Attitude or Skills or Habits
- » Create action plan for continuous learning
- » Support the team with coaching tools



# Training Methodology



# Training Resources



- » Minimum Number of participants: 15
- » Training will be conducted by PRANVIS at the venue organized by the client
- » Training Aids – Projector, Mic and speakers etc.,
- » Folders / File to store the information
- » Writing Pad and pens for trainees



# Other Trainings offered by Pranvis

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- » Leadership Training
- » Presentation Skills
- » Business Etiquette
- » Train the Trainer
- » Creative Thinking
- » Personal Effectiveness
- » Goal Setting
- » Negotiation Skills
- » Emotional Intelligence
- » Transactional Analysis
- » Personal Branding
- » Assertiveness
- » Motivation
- » Effective Selling
- » Sales with NLP
- » NLP Trainings
- » Coaching
- » Leaders as Coach



# Trainings offered by Pranvis

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- » Team Building
- » Time Management
- » Stress Management
- » Change Management
- » Conflict Management
- » Project Management
- » Interpersonal Skills
- » Interviewing Skills
- » Customer Relationship Management
- » Finance for Non-Finance
- » Campus to Corporate
- » Public Speaking
- » Situational Leadership
- » Manager to Leader
- » Outbound Training



# Some of Our Certification Courses

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- » Certified Soft Skills Trainer
- » Certified Behavioural Skills Trainer
- » Certified Master Trainer
- » Certified Life Coach
- » Certified Executive Coach
- » Certified NLP Practitioner
- » Certified NLP Trainer
- » Certified HR Professional
- » Certified Voice and Accent Trainer
- » Certified English Trainer for Business Communication ....



# Our Coaching Solutions



- » Life Coaching
- » Executive Coaching
- » Entrepreneurship Coaching
- » Leadership Coaching
- » Business Coaching



# Thank you



## **Pranvis Academy of Training and Development**

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