

« Banking Behaviour »
From Door Step to Farewell – 1 day

0830	introduction – mission / objective general human behaviour (I) - first impression, individual preparation - personal liberty - status and hierarchy in business - corporate identity	presentation discussion examples basic manual
1000	break	
1020	general human behaviour (II) - self respect – attitude and behaviour - fashion trends & style - dress code - use and habits – multicultural customs - receiving, greeting, conversation - introducing, to walk and accompany	presentation discussion examples basic manual manual "Dress code"
1200	lunch	
1330	client / guest (I) situations (part 1) - receiving / greeting ◀ discussion - questions - escorting ◀ corridor - staircase - elevator - non-verbal communication ◀ attitude and behaviour	presentation demonstration situations
1600	break	
1620	client / guest (II) situations (part 2) - service / treatment ◀ choice - procedure - subjects to discuss / wishes ◀ reaction - procedure - end of meeting / saying good bye ◀ moment - procedure	presentation demonstration situations
1730	End of the seminar	
