

Training for young people – ladies and gentlemen
General Human Behaviour and Communication – full program

First Meeting	2 hours
General Behaviour (I) <ul style="list-style-type: none">- power of the first impression- limits of personal liberty- multicultural use and habits- courtesy, etiquette, good manners	presentation discussion basic manual manual "Cultural divide" examples
Second Meeting	2 hours
General Behaviour (II) <ul style="list-style-type: none">- importance of greeting- to welcome and saying good bye- who greets whom, when and how- names and titles- proper handshake and eye contact	presentation discussion basic manual examples manual "Use of titles" situations
Third Meeting	2 hours
General behaviour (III) <ul style="list-style-type: none">- Use of names and titles- "you" and being on a first name basis- rang, status and hierarchy- meeting and introducing- to walk and accompany somebody	presentation discussion manual "Use of titles" situations examples exercises / tests
Fourth Meeting	2 hours
Table Manners <ul style="list-style-type: none">- seating arrangement and postures- carrying out of a meal- use of cutlery- smoking, conversation, comments	presentation discussion basic manual situations exercises
Fifth Meeting	2 hours
Meal in common <ul style="list-style-type: none">- carrying out of a meal- use of cutlery- conversation, comments - taboos- to rise and change place/table	luncheon/dinner test situations basic manual appreciation
Sixth Meeting	2 hours
Correspondence <ul style="list-style-type: none">- form & style- writing paper and visiting cards- answers, thanks, congratulations- invitations, condolence- E-mail, Internet, cellular, phone, fax	presentation discussion examples manual "Correspondence" exercises

Training for young people – ladies and gentlemen
General Human Behaviour and Communication – compact program

First Meeting	2 hours
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General Behaviour (I)

- power of the first impression
- limits of personal liberty
- multicultural use and habits
- courtesy, etiquette, good manners

presentation
discussion / examples
basic manual
manual "Cultural divide"

Second Meeting	2 hours
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General Behaviour (II)

- importance of greeting
- to welcome and saying good bye
- who greets whom, when and how
- proper handshake and eye contact
- names and titles

presentation
discussion
basic manual
examples
situations
manual "Use of titles"

Third Meeting	2 hours
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General Behaviour (III)

- "you" and being on a first name basis
- rang, status and hierarchy
- meeting and introducing
- smoking, conversation, comments - taboos
- to walk and accompany somebody

presentation
discussion
examples
situations

Fourth Meeting	2 hours
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Correspondence

- form & style
- writing paper and visiting cards
- answer, thanks, congratulations
- invitation, condolence
- e-mail, Internet, cellular, phone, fax

presentation
discussion
examples
manual "Correspondence"
exercises