

Professional Etiquette: Course Outcomes

Upon successful completion of this course, the student will be able to:

- Summarize the principles of proper courtesy as they are practiced in the workplace.
- Describe ways to apply proper courtesy in different professional situations.
- Identify and describe the qualities of a desirable employee from an employer's perspective.
- Distinguish among and describe the three common forms of workplace communication and how each may be used to handle a variety of situations.
- Discuss the effects that improper communication and poor listening may have on the work environment.
- Identify examples of the proper and improper use of technology in the workplace.
- Evaluate how technology affects communication in the workplace.
- Define the phrase *diversity in the workplace*.
- Explain how cultural diversity affects the workplace.
- Identify common cultural differences, taboos, and customs that may be practiced in the workplace, and discuss ways to navigate and honor such differences.

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