

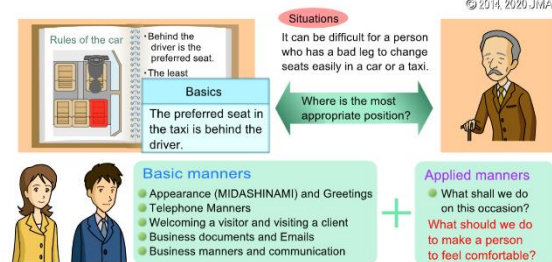
# Basic rules for communication Basic Course for Business Manners

**To learn the skills and knowledge necessary to become a "considerate" businessperson.**

Learn how to think correctly and respond to situations as required.

The course describes a typical business workplace so that you will know what to do in a real office situation.

Easy to learn important points with a visual effect.



## <Curriculum>

Chapter1 Appearance and Greetings	1-1 Appearance with Good Impressions 1-2 How to Greet According to a Situation 1-3 Manners Extra:What Should We Do in This Case?
Chapter 2 Language and Telephone Manners	2-1 Mastering the Correct Honorific Terms 2-2 How to Answer a Telephone Call and How to Take a Memo 2-3 How to Make a Telephone Call 2-4 Manners Extra:What Should We Do in This Case?
Chapter 3 A Reception and a Visit	3-1 How to Guide 3-2 Order of Precedence 3-3 When Visiting a Customer 3-4 Card Exchange 3-5 Manners Extra:What Should We Do in This Case?
Chapter 4 Business Documents and Emails	4-1 Types of Business Documents 4-2 Internal Documents 4-3 External Documents 4-4 Manners of Sending and Receiving Emails 4-5 Manners Extra:What Should We Do in This Case?

Chapter 5 Business Manners and Communication	5-1 How to Talk, How to Listen 5-2 Reporting, Communication, and Consultation 5-3 Mixing Private and Official Matters and Confidentiality of Information 5-4 Manners Extra : What Should We Do in This Case?
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## <Course material outline>

Target	A prospective employee, a new employee/A junior and a mid-career businessperson/Those who want to make sure that they have appropriate business manners
specification	<ul style="list-style-type: none"> <li>●Expected learning time: 4 hours</li> <li>●Shortest execution time: 65 minutes</li> <li>●Number of tests : 1(18Qs)</li> </ul>