INTRODUCTION TO BUSINESS ETIQUETTE — SMGT 2008

A. Course Description
   - Credits: 1.00
   - Lecture Hours/Week: 1.00
   - Lab Hours/Week: 0.00
   - OJT Hours/Week: 0
   - Prerequisites: None
   - Corequisites: None
   - MnTC Goals: None

   This course will introduce you to the concept of business etiquette and some basic consideration of its practice. Understand how business etiquette has a role in today's changing global environment such as cultural, racial and gender differences. Individuals who complete the course are eligible to earn certification as a Sales Professional by passing an international certification exam. Prerequisites: None

B. Course Effective Dates: 1/8/07 – Present

C. Outline of Major Content Areas
   As noted on course syllabus

D. Learning Outcomes
   1. define business etiquette
   2. describe disability etiquette
   3. examine Internet and email etiquette
   4. examine entertaining etiquette
   5. examine multicultural challenges
   6. exercise business ethics
   7. explain business attire and professionalism
   8. explore telephone etiquette
   9. learn meeting and board room protocol
   10. use appropriated greetings and introductions

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment
   As noted on course syllabus
G. Special Information
   None noted