



**CORPORATE  
LEADERSHIP  
CENTER**



## GROOMING & BUSINESS ETIQUETTES MASTERCLASS

VENUE: CAUDAN ARTS CENTRE | DATE: 7TH & 8TH OF SEPTEMBER 2023

The Grooming & Business Etiquettes Masterclass emphasises on the importance of corporate grooming and business etiquettes at the workplace. It also focuses on how a person carries himself/herself and uses the right business etiquette to deal with customers.

This 2-day training will help participants learn how to take professional image to the next level by polishing skills and improving behavior through business etiquettes and grooming.

### COURSE OUTLINE:

- Building self (Self – introduction, grooming, body language, image building, confidence building and goal setting)
- Personality Development
- Ethics in the workplace
- Business style and building professional image
- Grooming for success
- Communication skills
- Presentation skills and public speaking
- The art of dealing with people in the corporate world
- Elements of business etiquettes
- Internet & Email etiquette at work

### EXPECTED OUTCOME:

- Improve communication, and create a professional and respectful working atmosphere.
- Help to inculcate a professional code of conduct and mannerism to participants aligned with global best practices of the corporate world.
- Help to build good relationships and connections with others, both in a personal and professional setting.

### FEES AND REFUND:

Rs 20,000 per participant. Course is MQA approved and company sponsored participants can get a refund of up to 75% from HRDC.

Fees include lunch, tea breaks and training materials.

### TARGET AUDIENCE:

Relevant staff of the company

### TRAINING METHODOLOGY:

Interactive and participatory, including presentation and facilitation by the trainer with group exercises, roundtable discussions, video clips, case studies and debriefing. Participants will gain both theoretical and practical knowledge of the topics. The emphasis is on the practical application of the topics and as a result participant will go back to the workplace with both the ability and the confidence to apply the techniques learned to their duties.



**TRAINER:  
AMARESH RAMLUGAN**



Amaresh Ramlugan is an entrepreneur, a trainer and an executive coach. A seasoned professional with over 20 years' work experience, his prior roles include Head of Marketing & Corporate Affairs, Barclays Bank and Head of Marketing & Communications, State Bank of Mauritius. Amaresh is currently CEO of The Concrete Agency (tca.mu), a leading full-service marketing communications agency and director of CLCL. He holds an MPhil in Management Coaching as well as an MPhil in Development Finance from the University of Stellenbosch Business School.



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