

Netiquette

The word netiquette refers to the rules of good online behavior. Although the principles of online communication are similar to those for face-to-face conversation, there are important differences too. Learn more how online communication can make or break your reputation.

About the facilitator: Professional Etiquette Consultant, Trainer and Expert in international business protocol and cross-cultural communication with experience of more than 20 years.

Who should attend?

Business professionals and team members of all levels

Working language: Serbian

1 day

CCIFS, Belgrade
Svetogorska 7L

FACILITATOR
[Ljiljana Milanović](#)

COURSE OUTLINE

10:00 – 11:00:

- What is Netiquette?
- Why do we Need Netiquette Rules?
- Fundamental Netiquette Rules

Coffee break

11:15 – 12:15:

- Email Netiquette
- Subject line
- To, Cc and Bcc
- Reply To All
- Formatting
- Emoticons
- Signature

12:15 – 13:00:

- Discussion/Group Chat Netiquette
- Voice message
- Telephone etiquette
- Smiles / stickers

Lunch break

14:00 – 15:00:

- Video conference etiquette
- Preparing and non-verbal communication

15:15 – 16:00:

- Social media and reputation
- Other Netiquette Tips

16:00 – 16:30: Q & A

DATES & TIME

Tuesday, 31 May

10h AM-16:30h PM

FEES

Members: 149 € / Non-members: 199 €
(mid exchange NBS rate on the day of request plus VAT)

**10% discount for every additional participant from the same company*