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COURSE BROCHURE

Workplace Integrity and Professional Courtesy Training Course for Early-Career Staff

25 – 29 January 2027
Madrid

Workplace Integrity and Professional Courtesy Training Course for Early-Career Staff

Ref: 2648_100806 **Date:** 25 – 29 January 2027 **Location:** Madrid **Fees:** 5600 GBP

Workplace Integrity and Professional Courtesy for Early-Career Staff is a 1-week training course for graduates, new joiners and first-year specialists, built around a personal conduct and courtesy charter each participant drafts and tests. Early habits of honesty, reliability and respect set how colleagues, clients and supervisors judge a new professional long before technical skill is visible. Jupiter Prime Training designed this course for people starting their working lives.

Why Workplace Integrity and Professional Courtesy Matters Now

Hybrid teams, shared digital channels and faster job moves mean newcomers are judged on small daily choices: a missed reply, a borrowed idea credited wrongly, a careless remark in a group chat. Supervisors, clients and peers all feel the effect. An organisation whose junior staff act with candour and consideration earns trust, keeps clients and spends less time repairing friction; one that leaves these habits to chance sees rework, quiet resentment and early departures. The course rests on a code of conduct reading method, a values-to-behaviour translation and a personal reflection log.

Who Gains Most from Workplace Integrity and Professional Courtesy

- New graduates responsible for their first client-facing or desk-based assignments
- Recent joiners responsible for settling into an established team and its norms
- Junior specialists responsible for handling confidential files, records or figures
- Trainees on rotation responsible for adapting their conduct to several departments
- Early-career support staff responsible for first contact with visitors and callers

An intake cohort from one graduate scheme gains most when several of its members attend together and agree shared habits.

Workplace Integrity and Professional Courtesy Capabilities

Participants turn values printed in a handbook into choices they make at a desk, in a meeting and on a message thread.

- Interpret a code of conduct clause in plain words — the choice a newcomer faces on an ordinary day
- Weigh a conflict of interest, gift or favour against stated values — the line manager who must approve it
- Apply courteous phrasing to emails, chats and meeting contributions — the colleague or client receiving it
- Communicate a mistake early with a clear account and a remedy — the supervisor relying on the work
- Protect confidential information through sound handling habits — the client whose records are held
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Build a personal conduct and courtesy charter — the mentor who reviews early progress

Key Workplace Integrity and Professional Courtesy Terms

- Integrity — Acting consistently with stated values and commitments, including when nobody is checking the work.
- Code of conduct — The organisation's written statement of expected behaviour, permitted choices and the routes for raising concerns.
- Conflict of interest — A situation where a personal gain or relationship could sway, or appear to sway, a work decision.
- Professional courtesy — Consideration shown through punctuality, attentive listening, respectful language and timely replies to colleagues and clients.
- Accountability — Owning the result of one's own work, including errors, and setting out how they will be put right.
- Confidentiality — The duty to share information only with people entitled to it, in the form and channel agreed.

Workplace Integrity and Professional Courtesy Day by Day

Day 1: The Newcomer's Place in Workplace Culture

- Organisational Values Statement — What It Asks of Junior Staff Daily
- Unwritten Team Norms Mapping — Fitting In Without Losing Personal Standards
- First-Impression Audit — How Colleagues Read Early Behaviour Signals
- Trust Ledger Concept — Small Actions That Build or Spend Credibility
- Personal Values Inventory — Starting Point for the Conduct Charter

Day 2: Reading and Living the Code of Conduct

- Code of Conduct Clause Reading — Turning Policy Language Into Daily Choices
- Conflict of Interest Declaration — When to Disclose a Personal Link
- Gifts and Hospitality Register — Accepting, Declining or Reporting Offers
- Fair Credit and Attribution — Recognising Colleagues' Ideas and Contributions
- Grey-Area Dilemma Cards — Testing Judgement on Ambiguous Situations

Day 3: Courtesy in Everyday Communication

- Email and Chat Tone Check — Clarity, Warmth and Appropriate Formality
- Meeting Conduct Habits — Punctuality, Listening and Fair Turn-Taking
- Respectful Disagreement Phrasing — Challenging Ideas While Valuing the Person
- Cross-Generational and Cross-Cultural Courtesy — Adjusting Address and Manners
- Response-Time Commitments — Setting Expectations Colleagues Can Rely On

Day 4: Owning Errors and Protecting Information

- Mistake Disclosure Script — Fact, Impact and Proposed Remedy
- Confidential File Handling — Clean Desk, Screen Locking and Sharing Rules
- Social Media Boundaries — Separating Personal Posts From Employer Matters
- Honest Timesheets and Expense Claims — Accuracy in Routine Records
- Raising a Concern Calmly — Choosing the Right Person and Channel

Day 5: Practising Integrity and Courtesy at Work

- Role-Play Rotation — Applying Code Reading and Courtesy Phrasing Together
- Peer Feedback Round — Observing Conduct Habits in Simulated Settings
- Dilemma Debrief — Revisiting Grey-Area Cards With New Judgement
- Mentor Conversation Plan — Agreeing Check-Ins on Early Conduct
- Personal Conduct and Courtesy Charter — Final Draft and Commitments

Applying Workplace Integrity and Professional Courtesy After the Course

- Run a fortnightly reflection log entry against the charter's commitments and share two lessons with a mentor
- Lead a short team discussion using one grey-area dilemma card drawn from a real situation in the department

Workplace Integrity and Professional Courtesy Questions FAQ

What is workplace integrity and professional courtesy, and why does it matter now?

It is the habit of acting honestly and treating others with consideration in daily work. With hybrid teams and constant messaging, small lapses travel fast, so early-career staff who get these habits right earn trust sooner.

Who gains most from workplace integrity and professional courtesy training?

Graduates, new joiners, trainees and junior specialists gain most. They are forming habits that last, and they often face their first conflicts of interest, confidential files and client messages without much guidance.

How does workplace integrity and professional courtesy training differ from a business etiquette course?

It centres on honest choices and everyday consideration rather than formal ceremony. Etiquette courses usually cover hosting and formal occasions; this one deals with code reading, errors, credit and respectful messages at an entry level.

What do you bring back from workplace integrity and professional courtesy training?

You bring back a personal charter of conduct commitments. It records your values, the choices you will make in grey areas and the courtesy habits you will practise, ready to review with a mentor.

Workplace Integrity and Professional Courtesy: The Way Forward

The personal conduct and courtesy charter first informs how a newcomer answers an early grey-area choice, such as a gift offer or a missed deadline. The participant and their mentor use it in regular check-ins. After the first quarter, it is worth revisiting which commitments became habits and which need clearer wording or support.