

# *Business Communication*

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For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

## **Modules**

- Principles of Business Communication
- Introduction to Business Organization
- Business English & Grammar
- Effective listening & Reading Skills
- Non- Verbal Communication
- Letter Writing Skills
- Report Writing Skills
- Presentation Skills
- Meeting Skills
- Resolving Customer Complaints
- Dealing with difficult people
- Telephone Techniques
- Self-Awareness
- Assertiveness
- Interview Techniques
- Effective Speaking
- Public Speaking & Impromptu Speeches

## **Learning Outcomes**

The Business Communication Workshop enables the participants to understand the essential knowledge and skills to correctly and effectively communicate in the private and commercial environments.



## **5 Day Workshop**

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### **Getting Started**

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### **Wrapping up**

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned