



## Overview

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Effective, clear & concise Business Communication has come to occupy considerable importance in the world today.

This workshop focuses on how best to present, listen, understand, perceive and respond to communication through the varied mediums of Telephone, Video and Face to Face Communication.

## Training Topics

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### **The Building Blocks of Effective Business Communication**

- To educate participants on tips and strategies that will enable them to create powerful results in Business relationships:
  - Structuring Communication:
    - Having a clear objective
    - Highlighting critical points
    - Being clear and concise
    - Asking questions
    - Understanding the audience
  - Listening
    - Active Listening
    - Reflective Listening
    - Passive Listening

### **Interpersonal Effectiveness in Meetings**

- Conference Call Etiquette
  - Ground rules for conference calls
  - Making introductions
  - Punctuality
  - Do's and don'ts on conference calls
  - Using the 'Mute' function



## **Training Hours:**

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The duration of the training program will be 3 to 6 hours based on the needs of each client.

## **Training Methodology:**

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Our training is carried out in a risk-free environment which encourages trainees to practice the skills that are taught. We use a number of training methods including:

- Simulations
- Interactive Discussions
- Group exercises to enhance the learning process.

## **Requirements:**

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- The training will be conducted on a virtual platform (mutually agreed on before the session)
- Maximum number of participants will be 15 per session