



## Overview

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Effective, clear & concise Business Communications has come to occupy considerable importance in the business world today. Much of our success depends on how effective and how tactful we are in the area of Client Communications. This workshop focuses on how best to present, listen, understand, perceive and respond to communication through the varied mediums of Telephone, Email, Face to Face and Non Verbal 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
    - Understanding the audience
    - Rapport building
  - Developing effective probing skills
    - Asking the right questions
    - Paraphrasing
    - Summarizing
  - Listening
    - Active Listening
    - Reflective Listening
    - Passive Listening

### Client Communications

- To enable participants create a lasting positive impression when they interact with Clients in business situations:
  - Email Etiquette
    - Subject Line
    - Opening & Closing Salutation



- Concise Emails
- Responding to Emails
- Accepted Abbreviations
- Formal vs. Informal Writing in Email
- Flaming, Appropriate expression of emotions & thoughts
- Tone of the email and the purpose
- Face To Face Communication
  - Rapport Building & Comfort Levels
  - Building Trust
  - Effective Introductions
  - Synchronizing Verbal & Non-Verbal Communication
  - Communicating to appreciate
  - Communicating to give and receive feedback

## Training Hours:

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Duration of the training will be for 8 hours, 1 day

## Training Methodology: 85% Experiential – The concepts will be taught using the below mentioned interactive methodologies

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- Instructor Led Training
- Role Plays
- Customized Case Studies
- Games and Group Activities
- Audio and Video Clips
- Individual Feedback

## Resources Required:

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- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 15
- The training will be conducted at a venue organized by your organization



# Business Communication Skills



- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - The LCD projector
  - Audio speakers