



Overview

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

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
 - Perceptions and how they affect communications at work
 - Giving and receiving feedback



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
- Telephone Etiquette
 - Purpose of the call
 - Identifying yourself
 - Clarity of communication over phone
 - Tone, Expressions
 - Listening, Responding
 - Talking without Interrupting the caller
 - Wrap Up of the call
- 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



Interpersonal Effectiveness in Meetings

- To equip participants with strategies to conduct themselves in a healthy and positive manner during meetings with their colleagues and their customers:

- 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:

Duration of the training will be for 16 hours spread across 2 days

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

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

Resources Required:

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