



# Workshop on Business Communication Skills

## Participants will benefit by learning to

- Create result oriented environment with clear communication
- Build trust and respect with business partners
- Communicate effectively using simple, clear and direct language
- Enhance active listening skills
- Sensitiveness to cross-cultural environment
- Multiple modes of business communication: Verbal, Written (email, presentation), Non verbal...

## Target audience

- EVERYONE
- Executives at all levels
- Managers & Leaders
- Anybody wanting to achieve collaboration and communication skills
- Anybody wanting to approach a situation with confidence

## Workshop outline

- Introduction to communication
- Setting goals for communication
- Communication models
- Avoiding breakdowns in communication
- Applying basic rules to different modes of communication
- Interpreting cues (Intonation, Rate of speech, volume, Gestures, Facial expressions, Posture, Use of space, Dress, Eye contact)
- Rules for eMail (Overall tone, choice of words, language, non ambiguous)
- Different strokes for different folks

## Workshop style

- Interactive
- Case studies
- Role plays
- Activity based

## Workshop details

- Duration:16 hours spread over 2 working day(s)
- Typical Batch size: upto 15 participants
- Financial Details: INR xxxx

## Facilitator Profile – RAI08CSBG

- Professional Experience: 25 years
- Domain Knowledge
  - Education
  - IT Products & Services
  - Manufacturing
- Also facilitates learning such as
  - Communication skills
  - First Time Leaders
  - Presentation skills