

**Name of the Course: Effective Business Communication**

**Course Objectives:** To help participants communicate more effectively within Teams and with Clients

**Course Overview:**

Sl	Topic/activity	Duration
1	Introductions, icebreaker, objectives of the session	1 hour
2	Video and discussion about great and not so great client interactions	30 mins
3	Break	15 mins
4	An over view of emotional intelligence (understand thyself to understand others better)	1 hour
5	Break	15 mins
6	Activity: communication between team members to achieve goals	30 mins
7	Disc personality types: understanding Bosses, Seniors and Clients better	1 hour
8	Break	15 mins
9	Activity: win as much as you can (communication between teams)	1 hour
10	Summing up the days learnings and questions	30 mins
11	Closure	15 mins

**Prerequisites:** Fluency with the accepted language of communication in the work place