

Course Name: Advanced Communication

Duration: 1 day

Technology: Soft Skills

Effective Communication skills
Verbal, Non verbal
Email Communication
End to end customer handling (verbal and Email)
Call Handling
Communication w.r.t saying No/conflicts and handling difficult situations
Client interfacing communication – Call etiquette/cross cultural, sensitivities/Technical proficiency explanation and empathized problem- solving skills
Handling escalations and team delegations
Grammar
Presentation Skills
Interpersonal Skills
Culture sensitization -- Globalization