

Duration: 24 hours

Module 1: Fundamentals of Effective Communication & Written Communication & Email Etiquette

1. Understanding the Importance of Communication Skills
2. Components of Effective Communication
3. Barriers to Effective Communication and How to Overcome Them
4. Active Listening Skills
5. Non-verbal Communication: Body Language and Tone
6. Structuring Emails and Written Correspondence
7. Tailoring Communication to Different Audiences
8. Email as a Communication Tool: Advantages and Limitations
9. Subject Lines: Writing Compelling and Informative Subjects
10. Managing Tone and Diplomacy in Email Communication
11. Responding to Emails Promptly and Professionally

Module 2: Advanced Communication Strategies & Practical Exercises and Case Studies

1. Persuasive Writing Techniques
2. Dealing with Difficult or Sensitive Topics in Writing
3. Conflict Resolution Through Written Communication
4. Giving and Receiving Constructive Feedback
5. Building Rapport and Trust Through Written Communication
6. Using Feedback to Continuously Improve Written Communication Skills
7. Writing Exercises to Hone Skills in Clarity, Conciseness, and Tone
8. Case Studies on Effective and Ineffective Written Communication
9. Role-playing Scenarios for Real-world Applications
10. Peer Feedback Sessions to Enhance Learning