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Course Name: Business Communication Skills

Course Duration: 5 days

Day 1: Foundations of Business Communication & Grammar Essentials

1. Understanding Business Communication

- Definition and Importance in the Workplace
- Key Characteristics of Effective Business Communication
- Differences Between Personal and Professional Communication

2. Common Communication Barriers and How to Overcome Them

- Language Barriers and How to Improve Clarity
- Non-Verbal Communication and Body Language Misinterpretations
- Cultural Differences in Workplace Communication
- Strategies for Overcoming Communication Challenges

3. Intermediate-Level English for Workplace Communication

- Expanding Business Vocabulary for Emails, Meetings, and Presentations
- Understanding Tone and Formality in Professional Settings
- Common Workplace Phrases and Their Correct Usage

4. Essential Grammar for Business Communication

- **Correct Sentence Structure:** Subject-Verb-Object Order
- **Use of Tenses in Business Scenarios:** Present, Past, and Future
- **Common Errors with Prepositions:** (in, on, at, by, for, etc.)
- **Avoiding Double Negatives and Awkward Phrasing**

5. Interactive Activity: Identifying and Correcting Common Communication Mistakes

- Case Studies on Workplace Miscommunication
 - Group Discussion on Common Errors and How to Fix Them
 - Practical Exercises to Improve Sentence Construction
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Day 2: Verbal Communication Skills & Speaking with Confidence

1. Fundamentals of Professional Speaking

- Speaking Clearly and at an Appropriate Pace
- Managing Nervousness and Developing Confidence

- Using the Right Tone for Different Workplace Situations

2. Structuring Your Thoughts Before Speaking

- How to Organize Information Logically Before Speaking
- Using Connectors to Structure Your Speech (Firstly, However, Therefore)
- Avoiding Filler Words ("uh," "um," "like")

3. Active Listening Techniques

- How to Show Engagement in a Conversation
- Summarizing and Confirming Understanding
- Non-Verbal Cues That Show Active Listening (Nodding, Eye Contact)

4. Grammar for Spoken English

- **Using Modal Verbs** (can, could, should, must) for Professional Conversations
- **Common Pronunciation Errors and How to Correct Them**
- **Using Contractions and Politeness Markers** (e.g., "I'd like to...")

5. Role-Playing Scenarios: Practicing Professional Conversations

- Introducing Yourself in a Business Setting
- Making and Responding to Requests Politely
- Handling Workplace Small Talk and Networking
- Managing Difficult Conversations in a Professional Manner

Day 3: Written Communication Skills & Grammar for Business Writing

1. Principles of Effective Business Writing

- Writing Clearly, Concisely, and Professionally
- Structuring Sentences and Paragraphs for Readability
- Choosing the Right Words for Professional Emails and Reports

2. Structuring Emails and Business Documents

- Parts of a Professional Email (Subject, Greeting, Body, Closing)
- Proper Formatting for Business Reports and Memos
- Using Bullet Points, Headings, and Spacing for Readability

3. Grammar for Written Communication

- Proper Use of Articles (a, an, the) in Business Writing
- Subject-Verb Agreement in Formal Writing

- Avoiding Run-on Sentences and Sentence Fragments
- Correct Use of Passive and Active Voice in Emails and Reports

4. Common Business Writing Mistakes and How to Avoid Them

- Overuse of Passive Voice and Wordiness
- Misuse of Homophones (their/there, affect/effect, etc.)
- Common Prepositional Errors in Written Communication

5. Hands-On Writing Activity

- Writing and Editing a Sample Business Email
- Peer Review and Feedback on Business Writing
- Practical Grammar Corrections and Email Formatting Exercise

Day 4: Email Etiquette & AI Assistance for Professional Communication

1. Understanding Business Email Etiquette

- Writing Polite and Professional Emails
- Using Formal vs. Informal Language Appropriately
- Proper Email Signatures and Closing Statements

2. Composing Effective Emails

- Writing Subject Lines That Get Read
- Structuring the Email for Clarity and Impact
- Common Email Attachments and Formatting Guidelines

3. Using AI Tools for Business Communication

- Grammar and Spell Checkers (Grammarly, Microsoft Editor)
- AI Tools for Tone and Clarity Enhancement (ChatGPT, Email Assistants)
- Using AI for Email Drafting, Proofreading, and Summarization

4. Practical Session: AI-Powered Writing Improvement

- Drafting and Refining Emails Using AI Assistance
- Reviewing AI-Suggested Edits and Understanding Their Purpose
- Avoiding Over-Reliance on AI and Developing Personal Writing Skills

5. Common Pitfalls in Email Writing and How to Fix Them

- Avoiding Overly Formal or Informal Language
- Checking for Ambiguity and Unclear Messaging

- Ensuring Professionalism and Cultural Sensitivity in Emails
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Day 5: Applying Communication Skills in Real-World Scenarios

1. Effective Communication in Meetings and Presentations

- Preparing and Delivering a Clear Message
- Using Visual Aids and Supporting Data Effectively
- Handling Q&A Sessions with Confidence

2. Handling Difficult Workplace Conversations

- Giving and Receiving Constructive Feedback
- Disagreeing Respectfully in Professional Settings
- Managing Workplace Conflict Through Effective Communication

3. Cross-Cultural Communication in the Workplace

- Understanding Cultural Differences in Business Communication
- Adapting Communication Style Based on the Audience
- Building Rapport and Stronger Professional Relationships Across Cultures

4. AI-Powered Tools for Continuous Communication Improvement

- Online Resources and AI Tools for Ongoing Learning
- Tracking Progress and Setting Personal Improvement Goals
- Creating a Personalized Learning Plan for Communication Skills

5. Final Assessment and Feedback Session

- Reviewing Progress and Key Takeaways from the Training
 - One-on-One Feedback on Strengths and Areas for Improvement
 - Practical Application: Mock Meeting and Email Assessment
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Conclusion

This **5-day training program** is designed to **strengthen business communication skills** with a structured approach to **verbal and written communication, grammar essentials, email etiquette, and AI-powered writing assistance**. The final day ensures practical application and personalized feedback for **continuous improvement in workplace communication**.