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Course: Basic Communication Skills

Course Duration: 2 days

Course Overview:

This course is designed to enhance communication skills in a professional setting. It covers verbal, non-verbal, and written communication techniques to improve workplace interactions and effectiveness.

Course Objectives:

By the end of this course, participants will:

- Understand the importance of effective communication in the workplace.
- Learn active listening techniques.
- Improve verbal and non-verbal communication skills.
- Develop clear and concise written communication.
- Enhance interpersonal communication for collaboration and teamwork.
- Learn strategies to handle difficult conversations.
- Gain confidence in public speaking and presentations.

Course Modules:

Module 1: Fundamentals of Communication

- Definition and importance of communication in business
- Elements of effective communication
- Barriers to communication and how to overcome them

Module 2: Verbal Communication

- Tone, clarity, and articulation
- Choosing the right words for different professional situations
- Strategies for clear and concise speech

Module 3: Non-Verbal Communication

- Body language and gestures
- Facial expressions and eye contact
- Importance of active listening

Module 4: Written Communication

- Basics of professional emails and reports
- Common grammar and spelling errors

- Structuring messages for clarity and impact

Module 5: Grammar and Sentence Construction

- Parts of speech (nouns, verbs, adjectives, etc.)
- Subject-verb agreement
- Sentence structure and types
- Common grammatical mistakes and how to avoid them

Module 6: Email Etiquette

- Writing clear and professional emails
- Proper email structure (greetings, body, closing)
- Subject line best practices
- Managing tone and professionalism in emails
- Avoiding common email pitfalls

Module 7: Interpersonal Communication & Team Collaboration

- Building rapport and trust
- Conflict resolution and negotiation skills
- Providing and receiving constructive feedback

Module 8: Public Speaking & Presentation Skills

- Overcoming public speaking anxiety
- Structuring and delivering impactful presentations
- Engaging the audience effectively

Delivery Mode:

- Instructor-led training (in-person or virtual)
- Interactive workshops and role-playing exercises
- Case studies and real-world scenarios