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Business Communication Training

Course Duration: 2 days

Day 1: Foundational Skills for Professional Communication

Module 1: Business Communication in the Modern Workplace

Topics Covered:

- 1.1 What is Business Communication? – Definition, Types (verbal, written, visual, and digital)
- 1.2 Characteristics of Effective Business Communicators
- 1.3 Communication Challenges for Early-Career Professionals
- 1.4 Identifying Stakeholders: Communicating with Peers, Managers, Clients

Outcomes:

- Understand the expectations for professional communication in a corporate setting.
- Recognize key communication differences between academic and workplace environments.

Activities:

- Icebreaker: Workplace communication scenarios.
- Group discussion: "What makes someone a strong communicator?"

Module 2: Mastering Non-Verbal Communication

Topics Covered:

- 2.1 The 7-38-55 Rule: Body Language, Tone, and Words
- 2.2 Interpreting Facial Expressions and Micro expressions
- 2.3 Using Hand Gestures, Eye Contact, and Posture Effectively
- 2.4 Digital Non-Verbal Cues (e.g., Camera Presence on Video Calls)

Outcomes:

- Improve self-awareness of non-verbal communication habits.
- Adapt non-verbal communication to suit formal/informal settings.

Activities:

- Mirror Exercise: Practice matching gestures and tone.
- "Decode the Expression" game using images and video clips.

Module 3: Active Listening for Impactful Communication

Topics Covered:

- 3.1 The Difference Between Hearing and Listening

- 3.2 The 4 Levels of Listening: Passive, Selective, Attentive, Empathic

- 3.3 Key Techniques: Mirroring, Clarifying, Summarizing

- 3.4 Listening in Meetings and During Feedback

Outcomes:

- Demonstrate attentive listening and appropriate follow-ups.

- Build trust and reduce misunderstandings through effective listening.

Activities:

- Partner Activity: Listening and Repeating Exercise

- Group Game: "Misheard Instructions" challenge

Module 4: Grammar and Business Writing Essentials

Topics Covered:

- 4.1 Professional Tone vs. Casual Tone in Writing

- 4.2 Common Grammar Errors: Run-ons, Fragments, Tenses, Subject-Verb Agreement

- 4.3 Punctuation and Capitalization for Clarity

- 4.4 Business Vocabulary and Polite Language

Outcomes:

- Write grammatically correct, professional-sounding sentences and emails.

- Identify and correct common writing mistakes independently.

Activities:

- Grammar Drill Sheets: Spot the Error

- Rewrite informal messages into a professional business tone

Module 5: Effective Email and Written Communication

Topics Covered:

- 5.1 Email Structure: Subject, Salutation, Body, Sign-Off

- 5.2 Writing Clear, Concise, and Action-Oriented Emails

- 5.3 Do's and Don'ts of Business Email Etiquette

- 5.4 Writing Follow-Ups, Apologies, and Requests Professionally

- 5.5 Instant Messaging vs. Email – Choosing the Right Medium

Outcomes:

- Draft well-structured, professional emails for various situations.

- Avoid tone misinterpretation and email faux pas.

Activities:

- Email Lab: Rewrite and peer review poorly written emails.

- Create and send a sample follow-up email after a meeting.

Day 2: Advanced Communication and Collaboration Skills

Module 6: Interpersonal Communication and Emotional Intelligence

Topics Covered:

- 6.1 Understanding Emotional Intelligence in the Workplace

- 6.2 Reading People and Adapting Communication Style

- 6.3 Being Approachable and Open in Communication

- 6.4 Managing Triggers and Responding Calmly

Outcomes:

- Strengthen workplace relationships through emotionally intelligent communication.

- Understand the dynamics of professional rapport.

Activities:

- EI Self-Assessment and Reflection

- Roleplay: Emotionally Charged Situations at Work

Module 7: Building Rapport with Stakeholders

Topics Covered:

- 7.1 The Role of Trust and Likeability in Business Communication

- 7.2 Small Talk and Conversation Starters for Professional Contexts

- 7.3 Building Rapport with Clients, Cross-Functional Teams, and Managers

- 7.4 Virtual Rapport Building Tactics

Outcomes:

- Initiate conversations confidently and establish rapport quickly.

- Use rapport to influence, collaborate, and network effectively.

Activities:

- Partner Practice: Introductions and Conversation Starters

- "Find Common Ground" Networking Game

Module 8: Assertiveness – Communicating with Confidence and Respect

Topics Covered:

- 8.1 Passive, Aggressive, Passive-Aggressive, and Assertive Communication Styles

- 8.2 Saying "No" Without Guilt and Setting Boundaries

- 8.3 Speaking Up in Meetings, One-on-Ones, and Performance Reviews

- 8.4 Handling Interruptions and Disagreements Professionally

Outcomes:

- Communicate needs and opinions assertively without being confrontational.

- Gain respect and visibility in professional settings.

Activities:

- Assertiveness Scripts and Practice

- Roleplay: Delivering Difficult Messages Assertively

Module 9: Conflict Resolution and Difficult Conversations

Topics Covered:

- 9.1 Types of Workplace Conflict and Root Causes

- 9.2 The Conflict Resolution Process: Listen, Empathize, Respond, Resolve

- 9.3 Managing Emotions During Conflicts

- 9.4 Giving and Receiving Constructive Feedback

Outcomes:

- Approach disagreements with confidence and professionalism.

- Resolve interpersonal tension while preserving relationships.

Activities:

- Case Study Analysis: Conflict Scenarios

- Conflict Roleplay and Group Feedback

Module 10: Presentation and Team Communication Skills

Topics Covered:

- 10.1 Planning and Structuring a Presentation (Purpose, Audience, Key Message)

- 10.2 Visual Aids and Storytelling Techniques

- 10.3 Delivery: Voice, Pace, Body Language

- 10.4 Handling Q&A and Interruptions Gracefully

- 10.5 Collaborative Team Communication: Project Updates, Stand-Ups, and Reports

Outcomes:

- Present ideas clearly and confidently to groups of any size.

- Contribute effectively to team communications using tools and meetings.

Activities:

- Mini-Presentation with Peer Evaluation

- Team Communication Simulation using project scenarios

Wrap-Up and Assessment

- Personal Communication Self-Assessment

- Group Reflection: Key Takeaways

- Individual Action Plan: Top 3 Skills to Improve

- Feedback and Course Evaluation