

Business Communication Skills (3-Day TOC)

Day 1 – Professional Conversations

- Fundamentals of business communication (tone, clarity, conciseness)
- Small talk vs. purposeful communication
- Email & chat etiquette basics
- Active listening & questioning techniques
- Roleplays: one-on-one professional conversations
- Feedback on tone & clarity

Day 2 – Presentations & Public Speaking

- Structuring presentations (opening, body, closing)
- Crafting key messages for impact
- Verbal & non-verbal communication (gestures, eye contact, pacing)
- Visual aids: using slides effectively
- Presentation practice in small groups
- Peer & trainer feedback

Day 3 – Meetings & Collaboration

- Effective participation in meetings (agenda, contributions, summarizing)
- Handling interruptions & disagreements politely
- Virtual meeting etiquette (Zoom/Teams best practices)
- Group activity: mock meeting with roles (leader, participants, timekeeper)
- Building confidence & clarity under pressure
- Final practice: delivering a business pitch / leading a meeting