KOENIG
step forward

KOENIG SOLUTIONS · COURSE OUTLINE

Business Etiquette: Presentations & Email Communication (Koenig Original)

Learn to communicate effectively through active listening, powerful presentations and professional email etiquette.

2 Days	8	66
DURATION	MODULES	TOPICS

COURSE OVERVIEW

Proper Business Etiquette is a fundamental requirement for all jobs. The ability to handle one properly today can sometimes outweigh even your technical skills. All business experts agree that good manners promote good business. This is how important business etiquette is.

WHO THIS COURSE IS FOR

- **Business Professionals**
- **Customer-Facing Staff**
- **Team Leaders**
- **Administrative Staff**
- **Corporate Communicators**

LEARNING OBJECTIVES

- Differentiate between hearing and listening
- Apply the 10 commandments of effective communication
- Plan a presentation by defining purpose, style and structure
- Structure the opening, body and conclusion of a presentation
- Apply voice techniques and body language for delivery
- Engage an audience through humour, storytelling and questioning
- Structure a professional email from subject line to signature
- Edit and proofread email messages for clarity and tone

TRAINING APPROACH

Workshop will be highly interactive; participants are called on to engage in activities and discussions throughout the training session(s). Various media will be made use of to illustrate key learning points, including video clips, role play and activities. Most of all, the approach allows participants to have fun and learn at the same time. That way, they learn more, remember more and apply more.

COURSE SYLLABUS

8 Modules, 66 Topics

DAY 1

01

Effective Listening

TOPICS

Difference Between Hearing Vs Listening · Active Vs Passive Listening · Art of Asking Questions

02

Conversational Communication (with Emphasis on Customer Interface)

TOPICS

- Good Communication Vs Effective Communication

2 GOLDEN RULES OF EFFECTIVE COMMUNICATION

- When Do We Not Communicate? We Cannot Not Communicate
- Communication is not what I say, it is what the other person understands

10 COMMANDMENTS OF COMMUNICATION (THIS WILL BE THE CORE OF THE TRAINING/ EACH COMMANDMENT WILL BE TAUGHT THROUGH AN ACTIVITY/VIDEO/ROLE PLAY)

- Commandment 1 - Be an Active Listener
- Commandment 2 - Follow the OBC Structure
- Commandment 3 - Understand your Audience
- Commandment 4 - Speak with Clarity
- Commandment 5 - Get to the Point
- Commandment 6 - Body Language Speaks
- Commandment 7 - Voice Modulation is a Powerful Tool
- Commandment 8 - Words are Powerful
- Commandment 9 - Confidence Makes the Difference
- Commandment 10 - Conviction Counts

DAY 2

03

Fundamentals of Microsoft PowerPoint Skills

04

Planning a Powerful Presentation

TOPICS

Define your purpose · Choose your style · Structure the information flow

05

Presentation Essentials

TOPICS

Opening your presentation · The body of the presentation · Concluding your session

06

Powerful Presentation Techniques

TOPICS

Natural style · Effective voice techniques · Making the most of body language · Positive framing

07

Engaging Your Audience

TOPICS

Using humour · Story telling · Effective questioning

08

Email Etiquette

THE STRUCTURE

- Fields required
- Subject lines
- Body - How to stay focused on what you really want?
- Salutations
- Message content - Putting it all together!
- Closings - Move to Actions!
- Signature file

POWER OF A DIALOGUE - MASTERING THE CRITICAL CONVERSATIONS!

- When to talk and when to eMail
- How to Stay in Dialogue When You are Angry, Scared, or Hurt

MINDING THE DETAILS

- Capitalization
- Punctuation
- Exclamation marks
- Ellipses and dashes
- Aggressive punctuation
- Abbreviations & emoticons
- Responding to careless e-mailers

BEING ORGANISED MATTERS

- Getting to the point
- Order of ideas
- Development/ Bulleting

EDITING YOUR E-MAIL MESSAGE

- Sentence structure - Sentence variety
- Comma splice
- Passive voice
- Word choice - Vague language
- Too few words
- Editing techniques
- Proofreading/ Spell check/ Editing partners/ Breaks

Email Etiquette (continued)

OTHERS

- Relationship management
- Automatic replies
- Copying/ Blind copying
- Forwarding - When not to forward?
- Making messages forwardable
- Managing e-Mail dialogues
- Attachments
- Handheld devices
- e-Mail templates
- Urgent email
- Read receipts

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com | info@koenig-solutions.com