

KOENIG SOLUTIONS • COURSE OUTLINE

Business Communication: Presentations & Meetings

Learn to communicate professionally, deliver structured presentations, and lead productive meetings both in person and virtually.

3 Days

DURATION

12

TOPICS

6

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers the fundamentals of business communication, including tone, clarity, conciseness, email and chat etiquette, and active listening. It then addresses structuring presentations, crafting key messages, using verbal and non-verbal communication, and applying visual aids effectively. Finally, it covers participating in meetings, handling interruptions and disagreements, following virtual meeting etiquette, and building confidence under pressure.

WHO THIS COURSE IS FOR

Business Professionals

Team Leaders

Meeting Participants

Presenters

Client-Facing Staff

LEARNING OBJECTIVES

- Apply tone, clarity and conciseness in business communication
- Differentiate small talk from purposeful communication
- Apply active listening and questioning techniques
- Structure presentations with an opening, body and closing
- Craft key messages for impact
- Apply verbal and non-verbal communication techniques
- Use visual aids such as slides effectively
- Handle interruptions and disagreements politely in meetings

12 Topics

DAY 1 Professional Conversations

TOPICS

2 Roleplays

- Fundamentals of business communication (tone, clarity, conciseness)
- Small talk vs. purposeful communication
- Email & chat etiquette basics
- Active listening & questioning techniques

DAY 2 Presentations & Public Speaking

TOPICS

2 Practices

- Structuring presentations (opening, body, closing)
- Crafting key messages for impact
- Verbal & non-verbal communication (gestures, eye contact, pacing)
- **Visual aids:** using slides effectively

DAY 3 Meetings & Collaboration

TOPICS

Group Activity**Final Practice**

- Effective participation in meetings (agenda, contributions, summarizing)
- Handling interruptions & disagreements politely
- Virtual meeting etiquette (Zoom/Teams best practices)
- Building confidence & clarity under pressure

Practise What You Learn

MODULE	ACTIVITY
Professional Conversations	ROLEPLAYS ■ One-on-one professional conversations ■ Feedback on tone & clarity
Presentations & Public Speaking	PRACTICE ■ Presentation practice in small groups ■ Peer & trainer feedback
Meetings & Collaboration	Group Activity: Mock meeting with roles (leader, participants, timekeeper) Final Practice: Delivering a business pitch / leading a meeting

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.

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