

KOENIG SOLUTIONS • COURSE OUTLINE

Effective Communication: Business Talk & Feedback

Learn to communicate effectively in business, give feedback and speak with confidence and clarity.

4 Hours

DURATION

3

MODULES

13

TOPICS

1

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course examines the difference between effective and ineffective communication and the consequences of getting it wrong. It covers business communication skills including starting conversations, speaking with tact and clarity, workplace euphemism, active listening, leading meetings, giving feedback and communicating professionally. It then addresses becoming a confident speaker, covering dealing with fear, learning from good speakers, keeping messages short and simple, and body language.

WHO THIS COURSE IS FOR

Business Professionals

Team Leaders

Meeting Facilitators

Managers

Customer-Facing Staff

LEARNING OBJECTIVES

- Individuals become effective at their ability to communicate in all aspects and this will reflect positively for your business
- More professionalism in communication, helping maintain the brand values of the organization
- Greater credibility and respect for the individual and the organization

TRAINING APPROACH

Interactive videos, games, discussions, mind maps and exercises.

3 Modules, 13 Topics

01

Introduction

TOPICS

Effective VS Ineffective Communication ·
Consequences of Ineffective Communication

02

Effective Business Communication

TOPICS

Conversation Starters · Speaking with Tact & Clarity ·
Workplace Euphemism · Active Listening · Leading
Impactful Meetings · How to give feedback? · How to
communicate professionally

03

Transforming into a Confident Speaker

TOPICS

Dealing with FEAR · Acknowledging Good Speakers · KISS- Keep it Short and Simple · Body Language

PRACTICE EXERCISE

- Practice Exercise

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

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