

KOENIG SOLUTIONS • COURSE OUTLINE

Business Communication: Email, EQ & Assertiveness

Learn to write clear business emails, read non-verbal cues, listen actively and communicate with emotional intelligence and assertiveness.

2 Days

DURATION

10

MODULES

42

TOPICS

40

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers professional communication in the modern workplace, including verbal, written, visual and digital forms, along with non-verbal communication, active listening, grammar and business writing essentials, and effective email etiquette. It then moves into interpersonal communication and emotional intelligence, building rapport with stakeholders, assertive communication styles, conflict resolution and difficult conversations, and presentation and team communication skills.

WHO THIS COURSE IS FOR

Early-Career Professionals

Team Members

Client-Facing Staff

Managers

Cross-Functional Team Members

LEARNING OBJECTIVES

- Explain the types and expectations of business communication
- Interpret non-verbal cues such as body language and facial expressions
- Apply active listening techniques including mirroring and summarising
- Identify and correct common grammar and writing errors
- Draft structured, professional emails for various situations
- Describe emotional intelligence and its role in the workplace
- Build rapport with clients, peers and cross-functional teams
- Apply assertive communication to set boundaries and handle disagreements

10 Modules, 42 Topics

DAY 1

Foundational Skills for Professional Communication

01

2 Outcomes

2 Activities

Business Communication in the Modern Workplace

TOPICS

- 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

02

2 Outcomes

2 Activities

Mastering Non-Verbal Communication

TOPICS

- 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)

03

2 Outcomes

2 Activities

Active Listening for Impactful Communication

TOPICS

- 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

04**2 Outcomes****2 Activities**

Grammar and Business Writing Essentials

TOPICS

- 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

05**2 Outcomes****2 Activities**

Effective Email and Written Communication

TOPICS

- **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

DAY 2

Advanced Communication and Collaboration Skills

06**2 Outcomes****2 Activities**

Interpersonal Communication and Emotional Intelligence

TOPICS

- 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

07**2 Outcomes****2 Activities**

Building Rapport with Stakeholders

TOPICS

- 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

08**2 Outcomes****2 Activities**

Assertiveness - Communicating with Confidence and Respect

TOPICS

- 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

09**2 Outcomes****2 Activities**

Conflict Resolution and Difficult Conversations

TOPICS

- 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

10**2 Outcomes****2 Activities**

Presentation and Team Communication Skills

TOPICS

- 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

NOTES

- Wrap-Up and Assessment: Personal Communication Self-Assessment
- Wrap-Up and Assessment: Group Reflection: Key Takeaways
- Wrap-Up and Assessment: Individual Action Plan: Top 3 Skills to Improve

Practise What You Learn

#	MODULE	OUTCOMES	ACTIVITIES
01	Business Communication in the Modern Workplace	■ Understand the expectations for professional communication in a corporate setting ■ Recognize key communication differences between academic and workplace environments	■ Icebreaker: Workplace communication scenarios ■ Group discussion: “What makes someone a strong communicator?”
02	Mastering Non-Verbal Communication	■ Improve self-awareness of non-verbal communication habits ■ Adapt non-verbal communication to suit formal/informal settings	■ Mirror Exercise: Practice matching gestures and tone ■ “Decode the Expression” game using images and video clips
03	Active Listening for Impactful Communication	■ Demonstrate attentive listening and appropriate follow-ups ■ Build trust and reduce misunderstandings through effective listening	■ Partner Activity: Listening and Repeating Exercise ■ Group Game: “Misheard Instructions” challenge
04	Grammar and Business Writing Essentials	■ Write grammatically correct, professional-sounding sentences and emails ■ Identify and correct common writing mistakes independently	■ Grammar Drill Sheets: Spot the Error ■ Rewrite informal messages into a professional business tone
05	Effective Email and Written Communication	■ Draft well-structured, professional emails for various situations ■ Avoid tone misinterpretation and email faux pas	■ Email Lab: Rewrite and peer review poorly written emails ■ Create and send a sample follow-up email after a meeting
06	Interpersonal Communication and Emotional Intelligence	■ Strengthen workplace relationships through emotionally intelligent communication ■ Understand the dynamics of professional rapport	■ EI Self-Assessment and Reflection ■ Roleplay: Emotionally Charged Situations at Work
07	Building Rapport with Stakeholders	■ Initiate conversations confidently and establish rapport quickly ■ Use rapport to influence, collaborate, and network effectively	■ Partner Practice: Introductions and Conversation Starters ■ “Find Common Ground” Networking Game

#	MODULE	OUTCOMES	ACTIVITIES
08	Assertiveness - Communicating with Confidence and Respect	■ Communicate needs and opinions assertively without being confrontational ■ Gain respect and visibility in professional settings	■ Assertiveness Scripts and Practice ■ Roleplay: Delivering Difficult Messages Assertively
09	Conflict Resolution and Difficult Conversations	■ Approach disagreements with confidence and professionalism ■ Resolve interpersonal tension while preserving relationships	■ Case Study Analysis: Conflict Scenarios ■ Conflict Roleplay and Group Feedback
10	Presentation and Team Communication Skills	■ Present ideas clearly and confidently to groups of any size ■ Contribute effectively to team communications using tools and meetings	■ Mini-Presentation with Peer Evaluation ■ Team Communication Simulation using project scenarios

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

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.

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