

Calliste Consulting

CVR-nr.:32238262

Training and Development
Effective Business
Communications

Course Overview

Communication is the “lifeblood” of every organisation. Communicating effectively in speaking, writing, and non-verbally (body language) extends across all areas of business. Inappropriate communication can cause huge relationship difficulties at work, as well as affect teams and organisations from meeting their goals.

Learning Objectives

- ❑ Communicate more effectively face-to-face and in writing.
- ❑ Review the fundamentals of writing.
- ❑ Get your message across concisely and confidently.
- ❑ Practise the skill of oral communication - to state your case.
- ❑ Understand the essence of active listening.
- ❑ Understand the creative function of interpersonal relationships.
- ❑ Successfully participate in meetings and presentations.
- ❑ Understand your style of communicating with others.

Who is it for?

Professionals who need to possess excellence in written and oral communication, in order to bring about long-lasting results in their organisations.

Course Content

- Examine what is communication - why do we get the movement of ideas via the written or oral word wrong? Why do receivers of our communication get us wrong?
- Non-verbal Communication.
 - ◆ How appearance communicates.
 - ◆ How body language communicates.
 - ◆ How silence, time and space communicates.
- Understand your communication style through role-play, communication probes and feedback.

Course Content

- ❑ Effectively putting your points across.
- ❑ Grammar and vocabulary refreshers.
- ❑ Preparing effective business messages (letters, emails or reports).
 - ◆ Planning - identifying your purpose, audience choosing your ideas, collecting your data.
 - ◆ Structuring beginnings and endings of paragraphs to achieve impact.
 - ◆ Composing the message - drafting, revising, editing and proofreading your message
- ❑ Techniques to fuel your confidence, and leave a lasting positive impression on others.
- ❑ Gain active listening skills to demonstrate that you have heard what the speaker has said (both verbally and non-verbally).
- ❑ Planning and structuring oral communication.