

Course Title: Business Communication Skills - Effective and Efficient Communication

Course Type: Business Training

Description: Develop your business communication skills with our comprehensive training program designed to enhance both your understanding and practice of effective communication within the business environment. This course covers everything from basic communication principles to complex interactions with internal clients, ensuring participants are equipped to communicate proficiently in various business contexts.

Author Vision: Effective business communication is pivotal for professional success. This course is crafted to empower participants with the skills to navigate complex communication landscapes, foster meaningful relationships, and drive business objectives through strategic communication.

What You Will Learn:

- Training Regulations: Understand the structure and privileges of the training, including how to engage through questions and comments.
- Basic Rules: Learn the fundamentals of business communication including confidentiality (NDA), trust-building based on motives, and the 'Understand, Remember, Practice' approach.
- Information Management: Master the environment, resources, and noise management; explore mediums and carriers of information.
- Effective Communication Techniques: Dive into the definition, techniques, and styles of effective communication, including synchronous and asynchronous communication channels.
- Regulations in Communication: Grasp the motives and strategies behind business communication, including the logic and structure of argumentation.
- Practical Exercises: Engage in practical exercises to improve your communication skills, including graphical and textual representations of communication concepts.
- Internal Client Communication: Strategies for effectively communicating and building relationships with internal clients.

Course Outline:

1. Training Regulations

- Privileges of participants.
- Engaging through questions, comments, and notes.
- Managing distractions.

2. Basic Communication Rules

- Confidentiality agreements (NDAs).
- Building trust based on motive.
- The 'Understand, Remember, Practice' approach.

3. Information in Communication

- Managing environment, resources, and noise.
- Utilizing reading tools and understanding sources and carriers of information.
- Practice Task: Prepare and deliver a brief on a familiar topic, answering specific questions about identity, job role, and training purpose.

4. Defining and Practicing Communication

- Definition of communication and effective communication.
- Communication techniques and styles.

- Use of graphics to describe the concept of communication.

5. Advanced Communication Techniques

- Forms of communication and the role of semiotics (signals).
- Communication metaphors and barriers.

6. Regulations of Communication

- Motive and strategy in communication.
- Logic and structure of speech.
- Behavioral styles, body language, and orientation.

7. Internal Client Communication

- Approaches to effectively communicate with and understand the needs of internal clients.

8. Feedback and Continuous Improvement

- Techniques for working with feedback to enhance communication skills.
- Stress management strategies to maintain efficacy in communication under pressure.