

**Training Title**

**Strategies For Effective Business Communication And Improving Interpersonal Skills**

**Training Duration**

**5 days**

**Training Venue and Dates**

|              |  |   |                     |         |                        |
|--------------|--|---|---------------------|---------|------------------------|
| REF<br>SS036 | Strategies For Effective Business Communication And Improving Interpersonal Skills | 5 | 09-13 December 2024 | \$6,500 | London, United Kingdom |
|--------------|--|---|---------------------|---------|------------------------|

**In any of the 4 or 5 star hotels. The exact venue will be intimated once finalized.**

**Training Fees**

**\$ 6,500 per participant including Very useful Materials/ Handouts, Tea/Coffee, Breakfast, Snacks, Refreshments & Lunch.**

**Training Certificate**

**Define Management Consultants & Training Certificate of course completion will be issued to all attendees.**

**TRAINING OBJECTIVES**

**Business Communication is a battle for the communicatee 's heart and mind. Good communication galvanizes effective active and interpersonal cooperation; bad communication breeds resentment and resistance. Above all, business communication is serious matter for the organization and is "strategic" as it should not only serve its immediate informational goals, but should also lead to the development of a positive relationship between the two parties involved in a communication. It also communicates style, identity and personality.**

**The program covers a wide terrain in communication - listening, meetings, presentations, reports etc. for enabling employees to develop a holistic appreciation of the nuances of business communication.**

**This program is critical for success in the globalised business world today as English has increasingly become the language of business worldwide. Lots of organizations do not achieve their full potential because its people cannot communicate properly. Similarly many managers' talents go unrewarded and potential unaccomplished for want for their ability to communicate. This program will identify such roadblocks and help employees overcome the barriers to effective communication which will ultimately lead to higher**

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efficiency for individuals, and higher effectiveness and productivity for their organizations.

The course is highly interactive and allows participants to challenge observed practices.

### WHO SHOULD ATTEND

Communication is not limited to specific categories of workers. Everyone needs those skills. However, it will be specifically important for people who deal with others face-to-face, through phone, or writing methods such as Managers, supervisors, employees, consultants, professionals, workers, and government employees.

### TRAINING METHODOLOGY

There will be interactive discussion based around case studies and videos to highlight course details.

Each participant will receive a copy of the comprehensive course notes. The presenter will outline and discuss the topics using computer displays, CD displays and videotapes. The course is designed to have an interactive format to maximize delegate participation. Questions and answers are encouraged throughout and at the daily sessions. Needs-Based case-studies and examples will be discussed in problem solving workshop sessions. This gives participants the opportunity to discuss with other delegates and the presenter their specific problems and appropriate solutions. Only minimum note taking is encouraged to ensure maximum delegate attention during the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

### COURSE OUTLINE

[www.definettraining.com](http://www.definettraining.com)

1. The Innards of Communication
2. The Obstacles and Roadblocks to Communication
3. The Art of Communicating in a Globalised World.
4. The Art of Listening
5. Telephoning and Teleconferencing Skills
6. The Art of Business Presentations
7. Meetings as a tool of Business
8. Body Language of Business Letters
9. The Winning Edge in Business Writing
10. The Art of Emailing

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- 11. Effective Report Writing
- 12. Business Proposals

**NOTE:**

**Pre & Post Tests will be conducted**

**Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.**



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