

**Training Title**

**BUSINESS COMMUNICATION, INTERPERSONAL SKILLS AND BUSINESS WRITING**

**Training Duration**

5 days

**Training Date**

Ref. No. SS035	Business Communication, Interpersonal Skills & Business Writing	5	11-15 August 2025	\$6,500	Munich, Germany
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In any of the 4 or 5 star hotels. The exact venue will be informed once finalized.

**Training Fees**

- \$6,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch

**Training Certificate**

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

Language: English

**TRAINING OVERVIEW**

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**INTRODUCTION**

Communication is a key skill for every person and every group in business, in leisure, and in social life. Studies have proven that many opportunities have been avoided, businesses have been lost, or goals have been missed as a result of poor communication. This workshop is designed to cover the importance of different skills that are required for effective communication. Participants will be introduced on the first day to basic communication skills that are necessary for any type of communication. Each of the three following days will cover one area of Communication or building relations as per the daily schedule.

The presentation skills part is designed to be given at 4 sessions, one session every day. This is because Presentation skills are more of practice. Each participant will give at least 3 presentations during the workshop. Participants will be given individual feedback for each project. They will benefit more when given time between presentation projects to allow them to prepare for the Presentation following project and make use of previous feedback from the instructor.

The Workshop is highly interactive. Writing types and presentation skills will be assessed to determine current abilities for each participant, Videos for illustrating some skills will be watched, and Exercises for different skills will be given to assure the understanding of the skill. Participants will have examples of good business writing, as well as common mistakes in writing. Participants will practice public presentations every day. Participants will be encouraged to challenge the new knowledge.

### TOPICS COVERED

- Basic communication skills
- Testing participants' abilities
- Public Presentation Skills
- Interpersonal Skills
- Conducting Business Discussions
- Business Writing

### WHO SHOULD ATTEND?

Communication is not limited to specific categories of employees. Everyone needs those skills. However, it will be specifically important for people who deal with others face-to-face, through phone, or writing methods. Managers, Supervisors, Employees, Consultants, Professionals, Accounts and government employees are highly recommended for this workshop.

### TRAINING METHODOLOGY

This highly interactive program uses the time-tested Lectures alongside Practical exercises, Case Studies, and Role plays. Participants engage in scenario-driven role-plays and facilitated discussion.

The programme is carefully designed to address all styles of learning and to fully engage participants using program materials, exercises, case studies, and discussions of relevant organisational issues. Lectures and discussions are either preceded or followed by comprehensive individual or group exercises. Participants will receive a very useful course material for reference. MS Power Point presentation will be used all over the course period. Discussions with and between participants and case studies will have vital roles within the course period. Alongside with several case studies, there will be discussions, interactions, exercises, group works and Role Plays.

### TRAINING CONTENT

#### Day 1:

Basic communication skills are important for both writing and speaking assignments. In addition to test participants; presentation skills

- Introductions
- Basic Communication skills
- Communication Models
- Communication Approaches

- **Communication Process**
- **Miscommunications**
- **Cultural Barriers to communications**
- **Introduction to public presentation skills**

**Day 2:**

***Interpersonal Skills***

- **Attitude and behavior**
- **Verbal and Body Language**
- **Building Relation**
- **Communication Levels**
- **The Language of Positive Communication**
- **Types of Agreements**
- **Presentation Skills – Session 2**

**Day 3:**

***Business Communication***

- **Listening skills for building relation**
- **Facts and Opinions**
- **Negotiation skills**
- **Conflict Management**
- **Communicating Changes**
- **Presentation skills- Session 3**

**Day 4:**

***Business Writing***

- **Starting your writing technique**
- **The different Types of Business reports**
- **Planning your report**
- **Report Management and Motivations**
- **Writing reports and Standards**
- **Catching reader's attention**
- **Effective Email writing**
- **Presentation Skills – Session 4**
- **Closing and Certificate distribution**

**Case Studies, Discussions, Exercises, Role plays & Last Day Review will be carried out.**

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