

## Activities

### Day 1

- The essential elements of business communication
- Recognize the value of the various essential parts of business communication
- Recognising and overcoming barriers to effective communication
- Appreciating personality differences and how to communicate effectively to different types of people
- Express ideas, thoughts or objections confidently and clearly in meetings and discussions.
- Align communication with the organizational requirements and policies

### Day2

- How culture impacts communication and understanding
- Avoiding misunderstandings
- Individual Communication Style
- Selecting the Most Appropriate Communication Method
- Apply confident and unoffensive tactic in oral communication
- Practice positive customer protocols over telephone, email and in person

### Day 3

- Different types of written communication
- Formal vs informal written communication
- Concise and meaningful emails
- Write technical emails using appropriate structure and flow for various purposes
- Write concise and comprehensive reports
- Communicating with influence
- Present topics in convincing ways to management