

EFFECTIVE BUSINESS COMMUNICATION



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ABOUT THE COURSE

Better communication skills (with colleagues and clients) can give an organization a huge competitive advantage. Not only does it help build a positive working environment with fewer grievances and less staff turnover, but it will also result in greater efficiency, more creativity and improved problem solving.

This 1-day Business Communication course is designed to help you improve your communication skills with other people in your workplace. The course is interactive, fast-paced, fun, and full of tips and techniques you can use immediately.

LEARNING OBJECTIVES

- Knowing what makes a great communicator
- Understanding different communication styles and techniques
- Making a good first impression
- Building rapport with people
- Reading body language
- Listening effectively
- Asking and answering questions
- Promoting ideas and inspiring and motivating buy-in
- Delivering and receiving constructive criticism
- Communicating better with supervisors, colleagues and vendors
- Understanding how communication can define a company's culture.



DETAILED COURSE DESCRIPTION

How well do you Communicate?

In this unit we look at what makes a great communicator, and the 4 basic principles and techniques great communicators share.

Understand different Types and Styles of Communication

Understanding different communication styles is important, not only for tailoring your own communication but for communicating with others that use these styles.

Communication Mastery

In this unit, we look at basic human nature to get a better understanding of people. This will allow you to become a skillful communicator, with the ability to build rapport and influence others with ease.

How to create Clear, Compelling Messages

Nonverbal communication expresses feelings and attitudes that may not match the words. In this unit we learn to use effective language so nonverbal and verbal communication are synonymous.



I have sent several of my coworkers to this company for training before I came to a class myself. They all raved about the class material, the instructors and how much they learned from taking the classes. I would whole-heartedly agree and will make sure to tell everyone that ever needs to take a training class to come here. Juana was wonderful. She listened well, made examples that were appropriate to my life and needs and took the time to work on the difficulties that I specifically had. I can't say enough good things about the instructors. I am walking away from the class with skills that I can really use.

Karen Nelson - Family Health Network



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Communication Shutdowns

Shutdowns (or put downs) are a destructive method of shutting down communication, and discouraging healthy debate.

Listening Skills

In this unit we learn the value of listening before evaluating your current listening skills. We discuss the 4 different listening skills, and identify barriers to effective listening before learning new techniques to improve your listening.

Verbal and Non-Verbal Communication Skills

First and last impressions matter. In this unit, we look at how to build rapport, read body language, the power of questions and finding the right voice and tone.

Use Engaging Language

An I-message is a technique used to provide feedback in a manner that avoids judgment or assigning blame. Using engaging language will also improve your ability to motivate and inspire others and gain buy-in.

Winning people over

In this unit you will learn to speak from the heart (not just the brain). You will learn The 7 C's of effective communication etiquette.

Deliver and receive Constructive Criticism

In this unit you will learn the importance of Emotional Intelligence and how to provide constructive criticism. When is it appropriate to provide verbal versus written criticism. We also discuss intercultural communication and the Politeness theory.

Communication in the Workplace

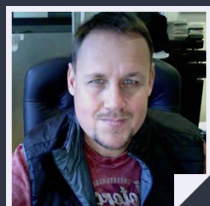
Here we discuss some guidelines for communicating with co-workers in a respectful way. Communicating with supervisors can be tricky, so we look at best practice for that.



Incredibly refreshing. Most courses I've taken have been so book-oriented, they lost sight of practical instruction. I much prefer the activity / example based method of instruction. Thank you!

Walter Palka - Novartis

ABOUT THE COURSE AUTHOR



William J Gee (aka Billy)

Productivity and Communication Specialist

Billy is the founder and CEO of Training Connection. He has 25 years experience as a soft skills trainer, business coach and course developer.

"I am passionate about reading and self-improvement. Our courses are constantly evolving, to incorporate new ideas, and to accommodate changes to the workforce, new working trends, and technology."

