



SEARCH 4 EXCELLENCE

BUSINESS COMMUNICATION

Key Takeaways

- Use positive language to communicate with each other
- Use various modes of communication to avoid gaps and overcome barriers effectively
- Use effective body language and tone
- Have constructive conversations

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



16 HOURS

Training Duration



Introduction to communication	Non verbal communication	Active listening	Communication at work	Constructive communication
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KEY CONCEPTS COVERED

- Barriers to communication
- Communication process
- 6Cs checklist of effective communication

- Mehrabian's Communication Model
- Body language
- Tone and voice

- Hearing vs Listening
- Summarizing and paraphrasing
- Funnel Model of questioning

- Meeting and Instant message etiquette
- Email etiquette

- Conflicting and challenging conversations
- Pillars of constructive communication

EXPECTED OUTCOME

Understand the gaps in communication and effectively complete the communication process

Understand and use non verbal cues while communicating

Listen more attentively and ask the right questions

Use proper etiquette while communicating in meetings or via emails

Have challenging conversations effectively





THANK YOU

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