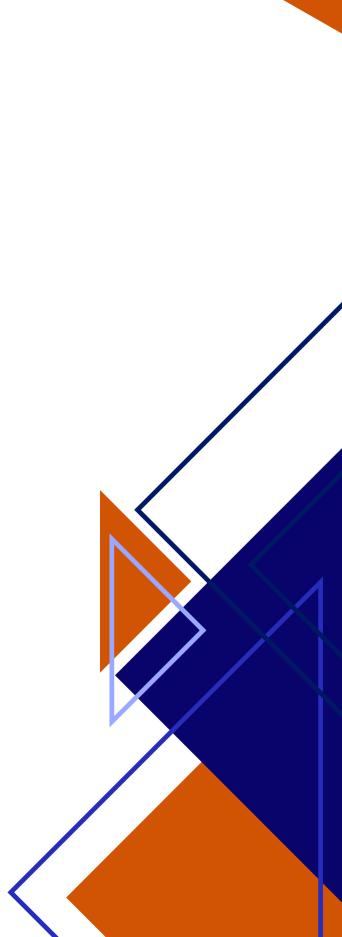


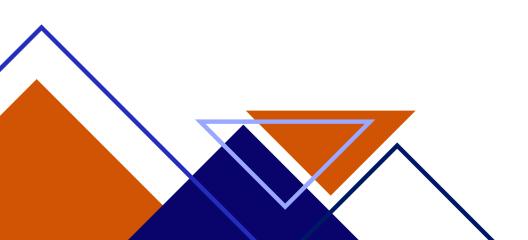
SEARCH 4 EXCELLENCE

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	Co
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 	• N • E
EXPECTED OUTCOME	Understand the gaps in communication and effectively complete the communication	Understand and use non verbal cues while communicating	Listen more attentively and ask the right questions	Use whil in m ema

process

ommunication at work

Constructive communication

- Meeting and Instant message etiquette
- Email etiquette

- Conflicting and challenging conversations
- Pillars of constructive communication

e proper etiquette while communicating in meetings or via emails

Have challenging conversations effectively



THANK YOU

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