



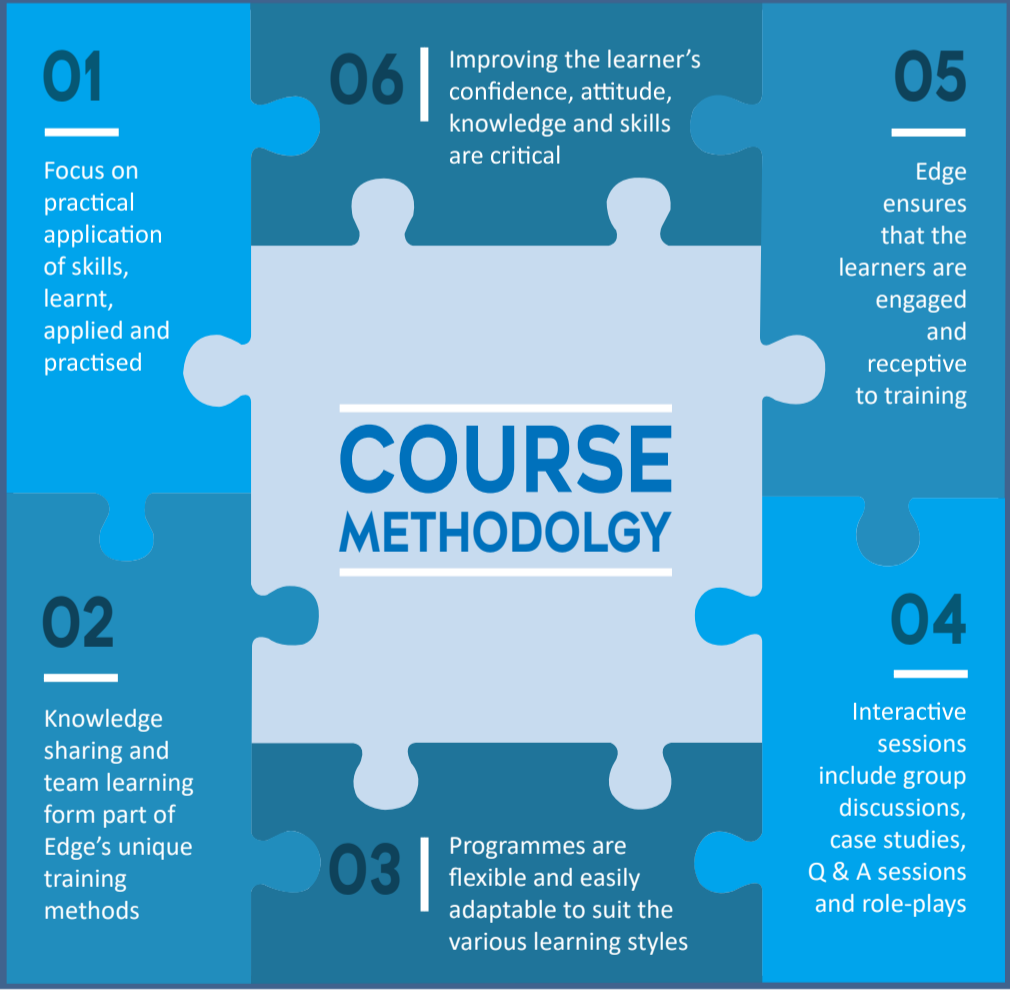
087 135 5543

# A BUSINESS COMMUNICATION WORKSHOP

## DO YOU KNOW WHAT'S GOING ON

### WORKSHOP OUTLINE

- Facilitate effective communication
- Identify the major barriers to communication
- Understand the function of nonverbal codes
- The 5 stages of the listening process
- 7 simple techniques for effective listening
- Telephonic communication
- Compile business documentation
  - Business letter writing
  - E-mailing
  - Web pages
  - Memorandums
  - Report writing
  - Minute taking



**OBJECTIVE**

By the end of this course you will understand the process of communication. From the key elements involved, to the barriers that prevent effective communication. You will be able to identify the qualities found in an ideal communicator and finally, with a focus on business communication your construction of business letters, e-mails and reports will be greatly improved.

**EDGE TRAINING CONSULTANCY**

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