



Business Communication

Soft Skills Training Workshop

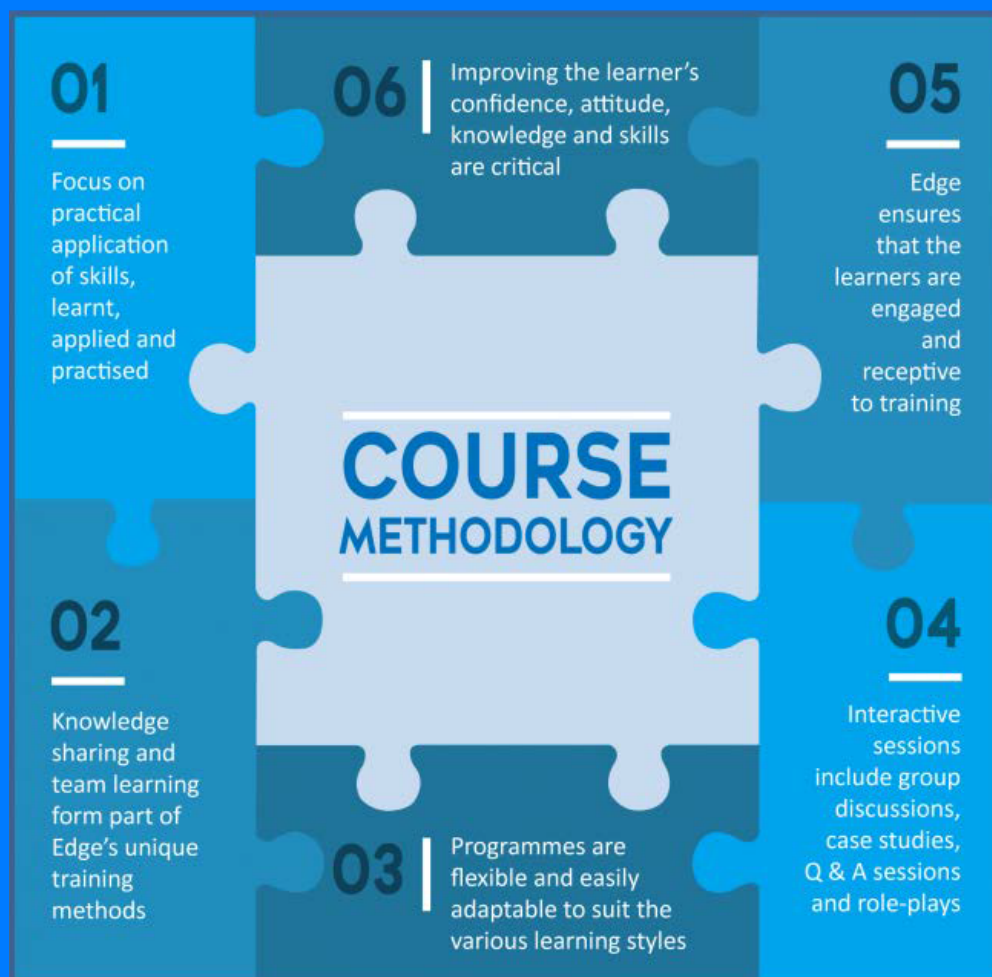
IT'S NOT WHAT YOU SAY

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.



About Edge Training

With over 22 years of Human Development training experience, Edge Training has a Level 1 BBBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed Learnerships. Most of our Learnerships and Workshops are also offered as online courses.

Get in Touch

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