

BUSINESS COMMUNICATION FOR MANAGERS



OBJECTIVE

- To help managers create a framework for standardizing messages to ensure the delivery of effective, professional verbal and written communication skills

WHO SHOULD ATTEND

- Supervisors
- Managers

SESSION DETAILS

- Half day session - 3.5 hrs
- Between 10-20 participants
- Interactive format
- Take-away resource guide

BENEFITS TO BUSINESS

- Provides leaders with knowledge and tools to define the elements of professional communication and apply effective appearance, style and grammar
- Includes a 3-step plan for effective communication
- Helps leaders recognize their strengths and areas of opportunity, for delivering presentations

PROGRAM AT A GLANCE

Professional Communication Skills

The impression created by professional communication

The 3 elements of effective communication

Structuring our messages

Communication in Practice

Professional letter effectiveness

The need for presentation skills

Presenter type inventory

Presentations in practice

Also Included:

Professional writing resources

A professional business letter template