

BUSINESS COMMUNICATION SKILLS

Communicating effectively and professionally

Non-Credit Bearing

“Strengthen your verbal and written communication to influence outcomes”

Communication is at the heart of everything we do in the workplace - whether we are sharing information, solving problems, collaborating with colleagues, or building relationships with clients. Yet, it's easy to fall into habits that don't always serve us well.

This is an opportunity to pause and revisit the art of workplace communication. Whether you are refining existing skills or establishing a strong foundation, this session helps you reflect on how you communicate and explore ways to make it more effective.

Through practical insights and exercises, you will review both verbal and written communication techniques, ensuring your messages are clear, purposeful and impactful.

WHO SHOULD ATTEND

- Professionals who want to enhance their communication skills for workplace success
- Customer-facing roles
- Interns and first-time employees
- Anyone who communicates in writing, in meetings, or over the phone

HOW YOU WILL BENEFIT

- Develop a confident and professional communication style
- Strengthen your verbal and non-verbal communication for greater impact
- Refine your messaging to ensure clarity, precision and professionalism
- Practise real-world communication scenarios to boost effectiveness

WHAT WILL BE COVERED

The core of effective communication

- Understand key communication principles and their impact in the workplace
- Recognise and adapt to different audience needs for more effective interactions

Mastering verbal communication

- Apply values-based communication to build trust and credibility
- Enhance and practice vocal delivery and body language for greater presence and impact
- Strengthen listening and empathy skills to improve understanding and collaboration

One-day course 08:30 -16:00

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Sharpening written communication

- The dos and don'ts of professional email etiquette
- Practical tips to make emails more effective and engaging
- Write with clarity - eliminate wordiness and get your message across concisely

Communicating positively to solve problems

- Craft messages that demonstrate a problem-solving mindset and positive approach
- Practise techniques for overcoming obstacles through constructive communication