

BUSINESS COMMUNICATION ESSENTIALS

Overview

In today's professional world, strong communication is not just a skill, it is a business advantage. This program is designed to provide a holistic approach to business interactions, improve their verbal, interpersonal, and written communication for workplace success.

Program Modules

Session 1: Foundations of Effective Communication

- ➔ • Understanding Communication in Business Settings
- Verbal vs Non-Verbal Communication
- Active Listening Skills
- Confidence in Speaking
- Building Professional Presence Online & Offline
- Interpersonal Communication at Work
- Common Communication Barriers

Activities:

- Self-Assessment Exercise
- Communication Style Reflection
- Business Scenario Discussions

Assignment:

Observation & Reflection Task

Program Modules

Session 2: Advanced Communication & Managing Difficult Situations

- ➔ • Understanding Different Perspectives
- Communicating with Difficult Personalities
- Conflict Management Through Communication
- Emotional Intelligence in Conversations
- Giving & Receiving Feedback Professionally
- Assertive vs Aggressive vs Passive Communication
- Influence & Relationship Building

Activities:

- Conflict Resolution Scenarios
- Difficult Conversation Practice
- Perspective Shift Exercises

Assignment:

Real-Life Communication Challenge

Session 3: Business Writing & Professional Communication Practice

- ➔ • Professional Email Writing
- WhatsApp / Chat Etiquette for Business
- Report & Documentation
- Basics Writing with Clarity & Tone
- Avoiding Miscommunication in Writing
- Structuring Messages for Action
- Communication in Virtual Meetings

Live Practice Activities:

- Email Correction Exercises
- Real-Time Writing Practice
- Role Plays & Communication Simulations
- Final Speaking Practice

Learning Outcomes

➔ By the end of this program, participants will be able to:

- Communicate confidently in professional environments
- Handle difficult conversations effectively
- Improve interpersonal relationships at work
- Write professional emails and messages
- Manage conflicts with maturity
- Present themselves with clarity and confidence
- Build stronger workplace collaboration

Training Methodology

- ➔
- Live Online Interactive Sessions
 - Discussions & Breakout Activities
 - Real Business Examples
 - Practice Assignments
 - Reflection Exercises
 - Role Plays

PROGRAM DETAIL

DURATION: 1-MONTH

DAYS: EVERY SATURDAY ONLY

TOTAL CREDIT HOURS: 15

MODE OF SELECTION: ONSITE/ ONLINE

FEE STRUCTURE:

FEE PER MONTH: PKR 20,000

DISCOUNT AVAILABLE