

---

## **Business Communication Skills**

**How to communicate productively in today's changing workplace.  
A perfect learning opportunity for team members to learn how to work better  
together and energize team productivity.**

- ?? Class consists of ten 4-hour sessions with participation-style classes.
- ?? Instructor is uniquely qualified with successful business and teaching background. Class size is limited to a maximum of 20 participants.
- ?? Participants are provided success-proven techniques through role-playing situations to improve work relationships and productivity results.
- ?? Participants are provided tools to analyze internal processes and develop solutions to improve the process.

### **Curriculum Outline**

**Session #1** -- Participants learn how to communicate for success and improve relationships in the workplace and in their personal lives.

**Session #2** -- Participants learn and practice how to listen actively & communicate to build respect-based relationships.

**Session #3** – Participants learn how to deal with attitude issues and difficult people to get needed results. Emphasis is placed on learning emotional self-control.

**Session #4**—Participants learn to use individual brainstorming techniques, termed “mind mapping”, as a method to develop better-written communications.

**Session #5**—Participants discuss e-mail as a communication technique and discuss ways to improve e-mail communications. Participant's practice developing and writing improved e-mails.

**Session #6** – Participants learn and practice techniques for conducting short, organized meetings geared for results.

**Sessions #7** – Teams discover internal customer service challenges concerning product and information flow. Team members conduct meetings concerning internal customer service issues. Participants learn to use flowchart techniques for process analysis.

**Session #8** – Teams conduct meetings to select and investigate an internal customer service issue. Teams determine causes of flow obstacles and develop solutions for the problem.

**Session #9**— Participants prepare team presentations on their internal service issue and the team solutions for improvement.

**Session #10**-- Course review. Teams present their internal analysis findings and ways to improve productivity as part of their graduation ceremonies. Each participant graduates from the course.