**Course Outcomes**

By the end of this course, delegates will be able to:

* Communicate ideas clearly and persuasively in both verbal and written formats.
* Structure and deliver professional presentations with confidence, using visual aids effectively.
* Apply active listening techniques and adapt communication styles for different audiences.
* Demonstrate appropriate business etiquette in meetings, emails, and networking situations.
* Handle difficult conversations and feedback with professionalism and emotional intelligence.
* Build a positive and credible personal brand in business settings.
* Gain mastery over non-verbal communication, including body language, tone, and eye contact.
* Improve email writing skills for clarity, professionalism, and impact.
* Manage and participate in virtual meetings with confidence and etiquette.
* Build rapport and trust with colleagues, clients, and stakeholders through effective communication.
* Navigate cross-cultural communication challenges in global or diverse business environments.
* Use persuasive techniques to influence stakeholders and support decision-making.
* Learn how to respond to questions and handle objections during Q&A sessions.
* Apply communication strategies in team collaboration, conflict resolution, and negotiation.
* Practice time management and planning when preparing presentations and business documents.
* Understand the role of communication in leadership, teamwork, and corporate reputation.