

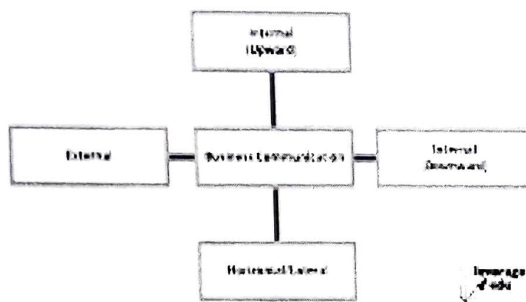
BUSINESS COMMUNICATION SKILLS

1) Define Business communication skills?

Business communication skills are skills that influence the way in which a worker conveys information to another person associated with the business for which he or she works. All businesses require their workers to communicate.

In other words, Business communication skills include traits that help professionals convey information in the workplace. These skills encompass primary forms of communication like active listening, along with communication techniques that are necessary to build professional relationships, like negotiation and networking skills.

2) What are the 6 types of business communication?



Non-Verbal Communication. Upward Communication. Downward Communication. Horizontal Communication.

3) What are the 4 goals of business communication?

Goals of Business Communication

- Receiver understanding.
- Receiver response.
- Favorable relationship.
- Organizational goodwill.

4) What are examples of business communication?

5 Great Examples of Damn Good Business Communication

- A User-Friendly User's Manual. ...
- The Best Customer Service to the Cutest Customer Feedback Ever. ...
- A Great Meeting Agenda. ...
- Two Excellent Corporate Apology Letters. ...
- Surprising Financial Email with Brains and Heart.