

# Communication Skills — Listening & Writing

## Listening Skills

- Active vs passive listening, barriers, effective techniques.
- Importance of listening in professional settings.

## Business Writing

- Emails, memos, reports: structure, tone, clarity, conciseness.
- Use of formal vs informal style depending on audience.

## Grammar & Usage

- Common errors: subject-verb agreement, tense consistency, punctuation.
- Effective sentence and paragraph construction.