# Basic Business communication

To Transform Employees' Professional Communication

The most important thing in communication is to hear what isn't being said.
Peter Drucker

Cost of poor communication

The cumulative productivity losses is $ 26, 041 per employee per year due to bad communication.

A business of 100 employees

...spends on average 17 hours a week

yikes!

..to clarify bad communication.
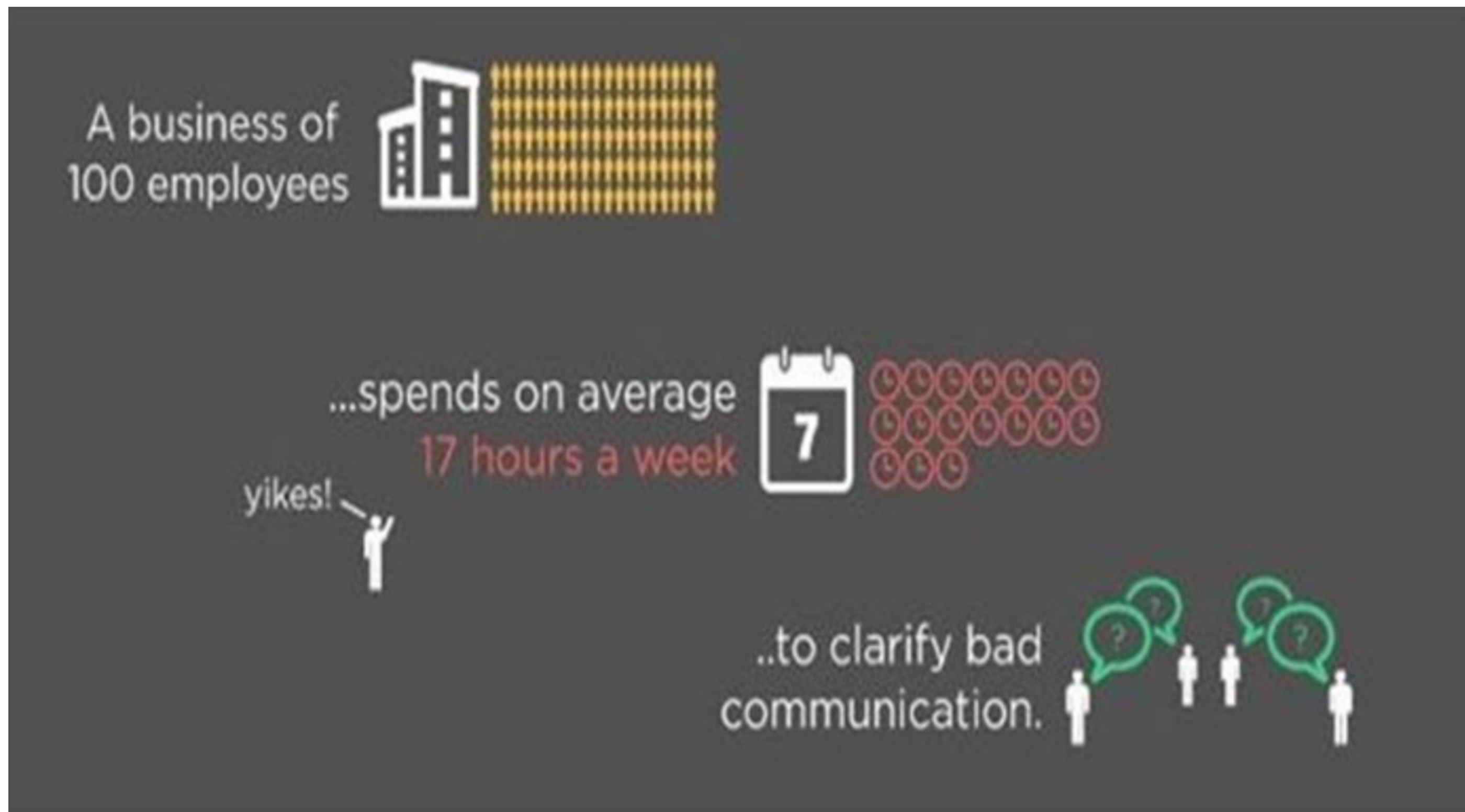
Our Training Approach

Real-time case studies & Group Facilitation

Facilitation by **professionals who understand your world**
Discussion with the stakeholders to gather real-time situations

Learner centric & Contextually relevant

Micro-goals + shorter timelines
Form a habit
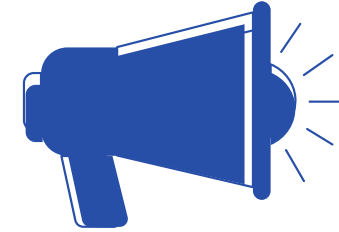No long-winded theory / self-learning modules

Early wins + Guaranteed outcomes

Implementation focused
Observable outcomes
Early wins drive motivation

The Program Plan

Total Duration : 32 hours

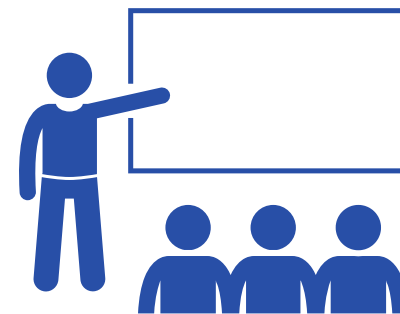**Session 1:** Confident Workplace Conversations
Duration : 4 hrs

Session 2: Speaking in front of a small group
Duration : 8 hrs

Session 3: Time Management
Duration : 4 hrs

Session 4: Write Effective Emails
Duration : 8 hrs

Session 5: Presentations / Product walkthroughs
Duration : 8 hrs

Program Outline

## Session 1 - Confident Workplace Conversations

Duration : 4 hours

Know your workplace: Introducing yourself, your work and your team with pride

Basic workplace conversations: representing their team at larger gatherings, sharing ideas, seeking input, asking for feedback, voicing concerns, reporting and escalations

Art of questioning: Why & how to use questions at work

Diplomacy at work : Direct vs indirect; active vs passive
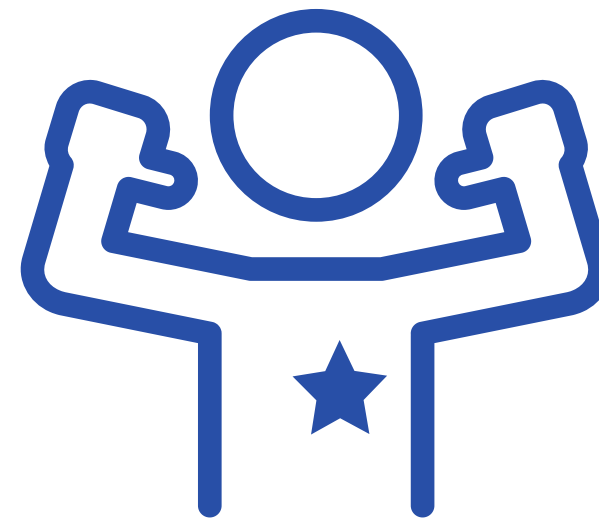
Observable outcomes

Present their thoughts with clarity, ask questions in moot discussions & meetings

Program Outline

Session 2 - Speakup

Duration : 8 hours

Build a success mindset; (Foundation)
Active listening (Foundation)
Paraphrasing & Summarising (Foundation)

Simple techniques/framework to structure any communication (Foundation)

Give and receive feedback & ideas;

Prepare to speak in front of small groups;

Respond to questions confidently

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Observable outcomes

Speak in front of a group for professional purposes up to a max of 3-4 mins

Provide feedback to colleagues with grace and empathy

Program Outline

Session 3 - Time Management
Duration : 4 hours

Time management in the digital age

Multitasking & Procrastination: Perils

Focus - Energy matrix: What kind of professional are you at work?

Big hairy audacious goals (BHAGs) - short, medium and long term

Eisenhower productivity matrix

Techniques to plan & manage your time

Build lasting habits towards better time management

Observable outcomes

One short & medium term goal to work on

Plan their day and identify time robbers, urgent & important tasks

Plan on 2 habits to move towards this

Receive feedback from colleagues with grace

Program Outline

Session 4 - Write Effective Emails

Duration : 8 hours

Write emails for work-related communication

Adapt your language based on the recipient and situation

Situations to use: email, tele-calls, Whatsapp, SMSes

Basic emails : Meeting minutes, status updates, explaining solution / design / approach / behaviour, seeking clarifications

Use of tools : ChatGPT, Grammarly

Why proof-read your emails

Basic email etiquettes & email diplomacy

Templates for use

Observable outcomes

Clear emails for professional purposes for each situation - MoM, Status update, seeking clarifications

Ability to use ChatGPT & Grammarly

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Program Outline

Session 5 - Presentation Skills

Duration : 8 hours

Prepare to present : why & what

Know your audience, purpose of presentation & takeaways;
Structure your message; Plan your presentation for impact - stories, anecdotes, examples;
Optional MS Powerpoint

Present powerfully : how

Use logic, emotion or expertise to influence;
Techniques to engage the audience;
Strong beginnings, Clear endings with the concise message in the middle;
Executive presence : 3Ps, 5Ss, gestures;
How to avoid common pitfalls

Session Plan
Session by facilitator: 1.5 hrs
Presentation preparation : 1 hrs
Session by facilitator : 2 hrs
Presentation by participants : 2.5 hrs

Observable outcomes

Participants to present a 3-slide presentation on any work-related topic of their choice for 5 mins

Receive feedback from colleagues with grace

Contact us

For queries & discussions

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