



SS097: High Impact Business Communication

Training Description:

This intensive five-day training course is about effective communications skills essential for both organisational and personal success. It provides a superb opportunity for professionals to take those skills to a higher level maximising personal impact and achieving business objectives. There is a wealth of practical guidance on improving the effectiveness of various forms of written communication. This course will present how writing and presentation skills can work in tandem to achieve results.

If you want your reports, memos, letters and e-mail to be read with interest and acted upon and if you want to be able to present your ideas with impact and effectiveness, this is the right course for you.

This training course will feature:

- How to adapt your writing to your audience's needs
- Proven ways to improve the effectiveness of various forms of written communication
- Presentation skills to persuade even the most hostile audience
- Power language to improve persuasiveness and impact
- How to convey a credible message and create concise messages using a structured writing process

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Improve the effectiveness of your reports, proposals, emails, letters and other communication
- ✓ Develop more efficient writing processes, improving project and time management
- ✓ Meet the needs of your readers/audiences enabling them achieve their own objectives
- ✓ Develop your presentational skills and the techniques to enhance impact and effectiveness
- ✓ Deploy the right techniques, tools and skills for a wide variety of communications challenges

Training Designed for:

This course is intended for all Professionals who have greater communications responsibilities in their evolving roles or who are finding new communications challenges in their careers. Individuals reporting up to senior executives or the board and want to shine. Supervisors / Managers/Department Heads with new communication challenges in their careers.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Improving Business Communication & What Makes an Effective Report

- Barriers and pitfalls of business communication
- Differences between written and spoken communication and their implications
- Characteristics of an effective report
- Understanding the readers' needs
- Report layout and design for clarity and impact
- Structure - the macrostructure and the microstructure

DAY TWO:

❖ Readability, Writing Style and the Writing Process

- Sentences, paragraphs and readability
- Generating ideas – Mind mapping and brain storming
- Sources of information and research techniques
- Selecting and structuring the content – logical sequencing
- Proofreading, grammar and punctuation
- Tables, diagrams, figures and graphs

DAY THREE:

❖ E-mails, Letters and Other Business Writing/What Makes an Effective Presentation

- Managing e-mails to be noticed
- Writing effective business letters
- Writing professional agendas and minutes
- Writing instructions and guidelines
- Characteristics of effective presentations
- Preparing a persuasive business presentation

DAY FOUR:

❖ Presentation Skills

- The pillars of effective presentations
- Setting and meeting objectives
- Meeting the audience's needs
- Structuring the presentation and making a case
- Positive body language
- Using visuals effectively

DAY FIVE:

❖ Making a Case & Influencing Skills

- Choosing words for maximum impact
- Handling questions from your audience
- Team presentations to convince critics
- Supporting presentations with written documentation
- Making a persuasive business case
- Influencing Skills and getting support

❖ Course Conclusion

❖ POST-TEST and EVALUATION

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.



Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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