

**Training Course Outline on Effective Communication Skill for Professionals**

**Veritas Academy**

**Duration: 1 Day Course**

**6 hours' duration**

**Course Outline**

**Day-1**

**Course Objective: Improve communication skill and learn techniques of communication to understand each other in a better way**

<b>Time</b>	<b>Contents</b>	<b>Methodology</b>	<b>Materials</b>	<b>Key Take away</b>	<b>Remarks</b>
10:00 am-11:30 am	Session 1: Welcoming the participants. Objective of the training , workshop flow , Rules of the workshop , Team formation , Ice breaking session , Basics of communication, social media communication	PPT, Lecture, Pre test	Multimedia, White Board, Flip Chart and Marker Pen, masking tape , poster paper	Participants will learn how to start any conversation with a group of people and will be able to make themselves comfortable	There will be games on communication in sessions.  Some medals should be prepared.
11:30 am -12:00 pm	<b>Tea Break &amp; Networking (30 minutes)</b>				
12:00Pm-1:30pm	Session 2: The art of communication , communication model , 4C of communication Elevator pitch,	Handout, PPT, Group Discussion, Group work	Multimedia, White Board, Flip Chart, Marker Pen, Masking Tape. Flash Card, Board Pin, art paper	Participants will be able to know the communication model and how to give an elevator pitch (focusing verbal communication)	VIV card or name card should be there. Name tag should be prepared.
<b>Lunch Break</b>					

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2:45pm – 3:45pm	Session 3 : Email communication, How good is your communication skill, checklist for 4 stages of writing, how not to waste words	Group Discussion, Group work , Handout, PPT	Art paper , Marker per	Participants will have clear idea on written communication	
<b>TEA BREAK (15 minutes)</b>					
4:00pm – 6:00pm (due to prayer break)	Session 4 : Activity on communication, Recap , action plan , quiz, closing remarks, evaluation	PPT, Handout , Group work			

**N.B. Probable Cause Motivational Activities from Veritas Academy End:**

1. Veritas Academy will ensure few token gifts (key set, Mug, Pen) among the course participants and during session wise performance the respective course instructor or course facilitator will ensure the distribution
2. Best course performer of the topic wise course participant rewards and full course best performer reward also be considered by the academy. (if any)
3. During each session quality candy, nut like light food item also be ensured by the academy for ensuring the full attention of the participants in the class.
4. Course content may be updated or modified based on market/ participants demand

**Mayesha Tasnim, Certified Learning and Development Professional. Mobile@# 01822002221, E-Mail: mayesha.tasnim2000@gmail.com**