

Effective Communication Skills for Professionals

Syllabus

After completing this course, participants will have learned to:

- Understand the basics of communication
- How to communicate in social media (LinkedIn) professionally
- Explain communication model
- Communicate effectively with people
- Define 4Cs of communication
- Give elevator pitch
- Distinguish between verbal and non-verbal communication
- Write professional email effectively
- Articulate words more professionally
- Identify the level of your communication skill

	Modules	Takeaways	Key Exercises
Modules 1	Basics of Communication Verbal, non-verbal communication Social media communication	<ul style="list-style-type: none"> • Understand the thumb rule of communication • Identify and interact professionally for both verbal and non-verbal way • Interact professionally in social media context 	<ul style="list-style-type: none"> • Group discussion • Roleplay • Demonstration
Modules 2	The art of communication; Communication model; 4C of communication; Elevator pitch	<ul style="list-style-type: none"> • Importance of active listening • Understand the communication model • Define 4Cs of communication • Give an elevator pitch 	<ul style="list-style-type: none"> • Videos • Group/Individual presentation • Case study and Presentation
Modules 3	Email communication; How good is your communication skill; Checklist for 4 stages of writing; How not to waste words	<ul style="list-style-type: none"> • Words to use and avoid in writing email • How to write concisely without wasting words • Understand own communication level 	<ul style="list-style-type: none"> • Checklist • Practice exercise • Group work • Group discussion
Module 4	Activity on communication; Action plan Quiz	<ul style="list-style-type: none"> • How to communicate in a stress environment • Implementing training lessons in real life • Evaluating training learning 	<ul style="list-style-type: none"> • Game • Complete Action plan and check list • MCQ