

Effective Business Communication

Effective communication skills are essential to master as they're often at the top of the list of qualities demanded by employers.

In this course over six modules you'll begin by looking at the definition of effective business communication, the use of appropriate language and tone, how to plan your communication and the forms of written communication.

You'll also cover face-to-face communication, how to communicate effectively by phone, presentation skills and listening skills. Finally, you'll look at online communication and how to effectively communicate online focusing on email, texts, online conferencing and more. This is a truly comprehensive communications training course, which can be studied flexibly either within our centre or online, at home or work.

Designed for

If you work as a PA, Admin Assistant, Office Administrator, Secretary or Receptionist, you will be dealing with business communications on a daily basis. This course will ensure you produce the highest quality communications enabling you to portray a professional representation of the business you work for.

It's also the perfect course for anyone looking to work in these types of roles as employers will be confident in your ability to handle their business communications.

Aims and Objectives

Through studying this communications course, you will learn how to communicate effectively and professionally within the business environment, and be able to demonstrate the practical skills you'll have gained.

Prerequisites

None

Course Content

There are six modules in this course which can be studied at your own pace.

Lesson 1: You will look at the definition of business communication and the different methods of communicating in business.

Lesson 2: You'll focus on the appropriate use of tone and language in your communications.

Lesson 3: Will look at planning your communication and the different forms of written business communications.

Lesson 4: You will cover face-to-face and phone communications as well as focussing on listening skills, questioning skills, body language and personal networking.

Lesson 5: This lesson focuses on presentation skills and will look at how to alleviate fears associated with delivering a presentation, preparing and structuring a presentation and more.

Lesson 6: This is an e-learning module which focuses on online communication. You'll look at written online communications such as emails, webpages and blogs, then you'll look at spoken online communications which include video conferencing, online presentations and audio conferencing.

Benefits

- Learn how to communicate effectively
- The flexibility and value of a self-study course designed to enable you to work at your own pace
- The opportunity to gain the widely recognised Pitman Training Certificate

Course duration: 12-14 hours



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Make sure this course is right for you - have a friendly chat with a Course Adviser, arrange to drop in to have a FREE taster or book a place...

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web: www.pitmanlondon.co.uk email: courses@pitmanlondon.co.uk



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