

# Effective Business Communication



This excellent course will raise your game when it comes to business communication skills which is often top of the list of qualities demanded by employers.

## IS THIS FOR YOU?

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.

## ABOUT THIS COURSE

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 focussing on email, texts, online conferencing and more.

This is a truly comprehensive communications training course, which can be studied flexibly either within one of our centres or online, at home or work.

### There are 6 lessons in this training course: -

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

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

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

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

**Lesson Five:** 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 Six:** 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.

## PRE-REQUISITES

There are no specific pre-requisites required for the study of this course.

## 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.

## CAREER PATH

Anyone looking for an Office Administration career in roles such as Admin Assistant, Secretary, Legal Secretary, Medical Secretary or PA will find this course a great point to progress from.

## COURSE DURATION: AROUND 12-14 HOURS

*(Actual course duration will vary from individual to individual, based on prior skills and application).*



**CPD POINTS: 14**

*(Awarded CPD points upon successful completion).*

**To find out more about this or any of our courses, speak to one of our course advisors.**

The best way to predict the future **is to create it.**

To discuss your current skills and aspirations call:

**020 7256 6668**

or visit: [www.pitmanlondon.co.uk](http://www.pitmanlondon.co.uk)

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