

Advanced Influence: Communication & Relationship Mastery

25 – 29 January 2027
London

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Training Center

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Ref: 103600537_110803 **Date:** 25 – 29 January 2027 **Location:** London **Fees:** 5700 Euro

Course Overview:

The "Business Communication Skills" course is designed to enhance interpersonal communication, communication strategy, and leadership communication skills in the corporate environment. This comprehensive training program offers a deep understanding of communication concepts and practical techniques that can be applied across departments and industries.

Target Audience:

- Managers and team leaders seeking to improve their communication skills for effective leadership
- Project managers looking to enhance communication strategies and interpersonal skills
- Professionals aiming to develop strong communication and interpersonal skills in the workplace
- Executives and leaders want to refine their communication style to drive organizational success
- Individuals interested in advancing their career by mastering business communication

Targeted Organizational Departments:

- Leadership and management teams
- Project management teams
- Cross-functional departments
- Human resources and talent development

Targeted Industries:

- Technology and IT
- Financial services
- Healthcare and pharmaceuticals
- Consulting and professional services
- Manufacturing and engineering

Course Offerings:

By the end of this course, participants will be able to:

- Apply effective interpersonal communication strategies to foster trust and alignment within teams.
- Develop and implement a communication strategy that aligns with organizational goals and leadership objectives.
- Enhance leadership communication skills to inspire and motivate teams in high-pressure environments.
- Navigate interdepartmental communication challenges and foster collaboration between departments.
- Utilize emotional intelligence in communication to manage conflicts and build stronger relationships.
- Manage crisis communication effectively and maintain stakeholder trust during organizational shifts.

Training Methodology:

The course employs a dynamic approach, combining interactive sessions, case studies, group work, and feedback sessions. Participants will engage in practical exercises to reinforce learning and develop their communication skills. The training will also provide opportunities for self-reflection and review to ensure continuous improvement.

Course Toolbox:

- Comprehensive course with practical exercises and reference materials
- Reading materials and recommended resources for further learning
- Online communication tools and platforms to support interactive sessions
- Templates and checklists for effective communication planning and execution

Course Agenda:

Day 1: Understanding Business Communication

- **Topic 1**: Defining business communication
- **Topic 2**: Importance of effective communication in the workplace
- **Topic 3**: Different types of business communication
- **Topic 4**: Communication barriers and how to overcome them
- **Reflection & Review**: Consolidating Key Learnings on Understanding Business Communication

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Day 2: Writing Skills for Business Communication

- **Topic 1**: Writing emails, memos, and business letters
- **Topic 2**: Writing effective reports and proposals
- **Topic 3**: Developing a writing style for business communication
- **Topic 4**: Proofreading and editing
- **Reflection & Review**: Integrating Writing Skills for Business Communication

Day 3: Oral Communication Skills - Technology and Communication

- **Topic 1**: Public speaking and delivering presentations
- **Topic 2**: Effective listening and feedback
- **Topic 3**: Nonverbal communication
- **Topic 4**: Communication in meetings
- **Topic 5**: Advantages and disadvantages of different communication technologies
- **Topic 6**: Using social media for business communication
- **Topic 7**: Teleconferencing and videoconferencing
- **Topic 8**: Email etiquette and security
- **Reflection & Review**: Assessing Oral Communication Skills and Technology in Communication

Day 4: Intercultural Communication - Ethics in Business Communication

- **Topic 1**: Understanding cultural differences in communication
- **Topic 2**: Avoiding stereotypes and biases
- **Topic 3**: Nonverbal communication across cultures
- **Topic 4**: Building relationships with international partners and clients
- **Topic 5**: Ethical communication practices
- **Topic 6**: Confidentiality and privacy in communication
- **Topic 7**: Legal considerations in business communication
- **Topic 8**: Handling sensitive information and conflicts
- **Reflection & Review**: Evaluating Intercultural Communication and Ethics in Business Communication

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Day 5: Communication, Leadership, and Change Management

- **Topic 1**: Communication as a leadership skill
- **Topic 2**: Motivating and inspiring others through communication
- **Topic 3**: Resolving conflicts and negotiating effectively
- **Topic 4**: Managing a diverse team through effective communication
- **Topic 5**: Communication strategies for managing change
- **Topic 6**: Communicating during a crisis or emergency
- **Topic 7**: Managing resistance to change through effective communication
- **Topic 8**: Building a Culture of Communication and Innovation
- **Reflection & Review**: Consolidating Course Learnings and Action Planning for Continued Communication Growth

How This Course is Different from Other Communication Courses:

Unlike traditional communication courses, "Business Communication Skills" goes beyond the basics of business communication. It covers a wide range of essential topics, including understanding cultural differences, ethics in business communication, oral communication skills, and the integration of technology. Additionally, the course emphasizes the role of communication in leadership and change management, equipping participants with the skills to inspire, motivate, and navigate through organizational transformation. By combining these diverse areas, this course offers a comprehensive and unique approach to mastering business communication skills.