



Academic and Professional Communication Skills Training Course

8 – 12 March 2027
Milan

Academic and Professional Communication Skills Training Course

Ref: 692_152879 **Date:** 8 – 12 March 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Academic and Professional Communication Skills Training Course is a five-day foundation course for university students, recent graduates, early-career professionals, and staff preparing for academic and workplace communication who leave with an Academic and Professional Communication Portfolio. Participants adapt messages to audience and purpose, speak clearly, listen actively, contribute to structured discussions, write professional email, present concise ideas, collaborate in teams, exchange feedback, and consider cultural context. Agile Leaders Training Center frames communication practice across study and early-career work.

Who Should Attend

- Students responsible for participating in seminars, group assignments, and academic discussions
- Recent graduates preparing to communicate with employers, colleagues, and project teams
- Early-career professionals responsible for email, meetings, presentations, and collaborative tasks
- Administrative and support staff preparing for academic and workplace communication
- Team contributors responsible for listening, feedback, and intercultural interaction

The course assumes participants already communicate in study or work settings and leaves out advanced report writing, public relations strategy, leadership communication, and specialist presentation training.

Departments and Industries

The course supports departments and industries where clear academic and professional communication shapes coordination and participation.

- Universities, colleges, and student support services
- Human resources, learning, and graduate development
- Technology, engineering, and professional services
- Healthcare administration, education, and public services
- Customer operations, logistics, and project teams

Learning Objectives

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



- Analyze audience, purpose, context, and channel before communicating
- Apply clear speaking and active-listening techniques in discussions
- Build professional email and workplace message structures
- Use concise presentation and teamwork communication methods
- Evaluate feedback, intercultural cues, and communication barriers
- Build an academic and professional communication portfolio

Course Agenda

Day 1: Audience and Message Foundations

- Audience-Purpose-Context Analysis Grid
- Communication Process and Barrier Map
- Message Outcome Statement Method
- Channel Selection Decision Guide
- Verbal and Nonverbal Cue Checklist

Day 2: Listening and Academic Discussion

- Active Listening Observe-Question-Paraphrase Method
- Structured Academic Discussion Protocol
- Evidence-Reason-Response Contribution Frame
- Clarifying Question Ladder
- Discussion Participation and Turn-Taking Plan

Day 3: Professional Writing and Messaging

- Professional Email Purpose-Line Template
- Subject Line and Action Request Checklist
- Context-Message-Next Step Structure
- Tone and Formality Adjustment Guide
- Digital Message Review Rubric

Day 4: Presentations, Teamwork, and Feedback

- Concise Presentation Opening-Body-Close Frame
- Audience Signposting and Transition Map
- Team Communication Role Matrix
- Situation-Behavior-Impact Feedback Model
- Intercultural Communication Perspective Check



Day 5: Communication Skills Practice

- Exercise: Analyze Audience and Select a Channel
- Exercise: Lead a Structured Academic Discussion
- Exercise: Draft and Review a Professional Email
- Exercise: Deliver a Team Presentation and Feedback Exchange
- Capstone: Academic and Professional Communication Portfolio

Practical Exercises

The course uses university, healthcare, technology, and service-team scenarios to practice communication decisions.

- Suggested activity: diagnose an unclear request and rebuild it for a defined audience, purpose, and channel.
- Suggested activity: conduct a structured academic discussion using listening, questioning, evidence, and turn-taking tools.
- Suggested activity: draft a professional email, review its tone, and clarify the requested action.
- Suggested activity: present a team proposal and exchange feedback across different perspectives.

FAQs

Who suits academic and professional communication skills training, and what does it assume?

Students, graduates, early-career professionals, and staff preparing for study and workplace interaction suit the training; it assumes regular participation in basic discussions, messages, or team tasks.

How does academic and professional communication differ from advanced business writing?

Academic and professional communication combines speaking, listening, discussion, email, presentation, teamwork, and feedback, while advanced business writing concentrates on longer reports, proposals, and formal documents.

How can active listening improve academic and workplace communication?

Active listening improves communication by helping participants observe meaning, ask clarifying questions, paraphrase accurately, and respond to the speaker's purpose instead of preparing an unrelated reply.

What makes a professional email clear and actionable?

A professional email becomes clear and actionable when it uses a meaningful subject line, suitable tone, concise context, a direct message, a specific requested action, and an appropriate closing.



How can intercultural awareness support professional communication?

Intercultural awareness supports professional communication by encouraging participants to check assumptions, adapt tone and directness, notice different interaction patterns, and confirm shared meaning.

Conclusion

Participants leave with an Academic and Professional Communication Portfolio containing an audience analysis, discussion plan, professional email, presentation outline, feedback record, and personal practice priorities. The portfolio provides reusable structures for study and early-career situations. It helps participants communicate with clearer purpose, stronger listening, and more visible next steps.