

Business Communications Skills

(5 day course)



SHMAILAN

COURSE OBJECTIVE

Essential Business Communication Skills is a three day course that will help participants improve their overall communication skills and become more effective in their jobs. The course will cover verbal and non-verbal communication, listening skills, assertiveness, handling difficult people, office etiquette, and cultural awareness. Participants will understand the difference between internal and external customers and how to effectively serve them.

AUDIENCE

Who does this training benefit :

Individuals with some experience who wish to improve their business communication skills.

- Administrators
- Supervisors
- Secretaries
- Associates
- Coordinators
- Customer Care

Timing :

9.00am to 1.00pm*

Refreshments and a one hour lunch break is provided

* Hours can be flexible based on client needs

Location :

Four or Five Store Hotel in Dubai*
Details provided upon registration

Course Prerequisites : None

Workshop Structure :

- Theory supported by examples
- Case study
- Practical group exercises
- Supporting training material is provided to each participant

Course Benefits

- Improved Communication Skills
- Added Confidence
- Strategies for Dealing with Difficult People
- Understanding of the Importance of Communication
- Improved Relationships with Peers and Customers
- Difference Between Internal and External Customers

What You Will Learn

By the end of the programme, you will be able to:

- Understand the communication process
- Learn about verbal and non-verbal communication
- Be able to communicate with internal and external customers
- Deal more effectively with difficult people
- Learn how to influence others better

Business Communication Skills - Course Review

Course Content	<ul style="list-style-type: none"> - What is Communication - Elements of Communication - Verbal Communication - Non-Verbal Communication - Body Language - Listening Skills - How to be Assertive - Handling Difficult People <ul style="list-style-type: none"> - Influencing Others - Proactive vs. Reactive Communication - Cultural Awareness - Communicating with Other Cultures - Office Etiquette - Telephone Skills - Procedure Overview 																													
CANCELLATION POLICY	<p>Delegates can cancel in writing at any time with the following fee applicable</p> <p>13 – 5 days 20% of training cost</p> <p>5 – 3 days 40% of training cost</p> <p>2 – training date 80% of training cost</p>																													
NOTIFICATION	<p>Joining instructions will be emailed to the training coordinator 5 days in advance of the workshop date</p>																													
SCHEDULE	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 30%;"></td> <td>January</td> <td>February</td> <td>March</td> <td>April</td> <td>May</td> <td>June</td> </tr> <tr> <td style="text-align: center;">Business Communication Skills</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>July</td> <td>August</td> <td>September</td> <td>October</td> <td>November</td> <td>December</td> </tr> <tr> <td></td> <td>X</td> <td></td> <td></td> <td>X</td> <td></td> <td></td> </tr> </table>			January	February	March	April	May	June	Business Communication Skills								July	August	September	October	November	December		X			X		
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BOOKING	<ol style="list-style-type: none"> 1. RESERVE your place by emailing us at infor@sigtraining.com 2. CONFIRM your attendance using the attached booking form 																													



Booking Form Fax Back To FAO INFO

Fax Number: 97143415352

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Company :
Address :
.....
.....Postcode :
Telephone : Fax :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :
Position : Department :
Email : Telephone :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :
Position : Department :
Email : Telephone :

Course : Business Communication Skills

Date of Workshop :

Invoice Details

Company : Mr/Mrs/Miss/Ms. (please circle)
First Name : Surname :
Department : Email :
Address :
PO Number..... Postcode :
Telephone : Fax :

Cost of Course per delegate :
Number of delegates attending :
Total Cost :
Name (please print) :

SIGNATURE



