



Professional Development for the 21st Century

Developing Listening, Conversation, Presentation, Meeting and Negotiation Skills

Duration:

20 hours

Overview:

Professional Communication is a 20 hour training course that is designed to improve oral communication practices in the business environment. At the beginning of the course you will learn effective communication strategies. After developing the proper communication methods, you'll practice delivering both prepared and impromptu role-plays and simulations. After closely evaluating your performance as both a presenter and listener, you will be able to develop new communication strategies.

You will learn how to analyze an audience, establish credibility, and structure a message to achieve your communication objectives. You will develop the interpersonal skills of an effective speaker in the role of interviewer, facilitator, leader, negotiator, coach, or team member. The confidence that you build in this training will enable you to communicate proficiently in any business situation.

Training Objectives:

- Identify strengths and weaknesses in oral language skills and develop strategies to improve them
- Communicate ideas in English more effectively
- Analyze and improve listening, grammar and pronunciation skills
- Deliver a successful presentation
- Manage a business meeting in a direct and affirmative manner
- Initiate and conduct a successful principled negotiation
- Refine interpersonal skills, including the ability to communicate successfully in both social and business settings, give feedback in an objective manner and observe and utilize different communication modalities
- Apply new knowledge and skills to the role of presenter, interviewer, leader, facilitator, negotiator and/or team member



Methodology:

A variety of training techniques are employed to address the needs of different language learners. Short lectures, individual and group exercises, filmed presentations, case studies, role plays and simulations, professional business English materials, short reading and writing assignments are all used at various times throughout the course. Scheduled exercises and feedback are given at every session.

Training Topics:

Session 1: Introduction to Oral Communication

Session 2: The Language of Business Communication

Session 3: Presentation Delivery Styles

Session 4: Analyzing Communication Strategies

Session 5: Improving Listening Skills

Session 6: Professional Decision Making

Session 7: Developing the Leadership Role

Session 8: Communicating During Conflicts

Session 9: Negotiating Effectively

Session 10: Professional Communication in Any Situation