

# E7 Professional Training

## Resource Person:

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## Business Communication Training

### Aim

The aim of this module is to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.

### Learning outcomes

By the end of this program, participants will be able, to communicate more effectively and efficiently by:

- i. Listening, and responding with an open mind in a more effective way.
- ii. Using appropriate communication methods.
- iii. Minimizing communication barriers.
- iv. Using verbal and non-verbal messages appropriately.
- v. Relating and networking with others at work.
- vi. Giving and receiving instruction correctly
- vii. Maintaining a working relationship with clients.
- viii. Use of two-way communication feedback.
- ix. Recognize and appreciate cultural and gender difference in communication

### Content:

- Managerial Communication in the Workplace
- Listening and Feedback for Effective Communication
- Writing Effective Business Messages
- Routine and Negative communication in Business
- Effective Business Presentations
- Negotiating in Business
- Conducting Effective Meetings
- Writing Reports