



# Advanced Business Communication

Increase Your Confidence in Challenging Situations

## Course Description

Develop advanced skills in business communication, public speaking, and presentations in the workplace. Explore best practices to help you say what you want to say with less difficulty and more confidence, whether you are communicating one on one, via email, or in front of large, difficult audiences.

## Outcomes:

- Understand how communication really works, what interferes with it, and how to overcome it
- Learn behaviors instrumental to having better conversations
- Assess communication style to better diagnose and adapt to others' styles
- Choose the best channel for group communication

## Module 1: Overcoming Communication Barriers

### Explore Principles of Communication

- Barriers to Effective Communication
- Ten Ways to Have a Better Conversation
- Communication Style Assessment
- Relationship-Focused Styles
- Task-Focused Styles
- Application Tips for Communication Styles
- Choose the Best Tools and Channels
- Possible Communication Channels

## Module 2: Master Influential Communication

### Influence Peers, Managers, Subordinates, Stakeholders, and Customers

- Listening Effectiveness
- Non-Verbal Communication
- Communicate Without Defensiveness
- Confront Conflicts
- Increase Your Impact with Email

### Deliver Your Ideas More Powerfully

- Message Organization
- Presentation
- Difficult Audiences