Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Personality development

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

340,00 €

PRICE INCL. VAT

418,20 €

including 23 % VAT

PDF SYLLABUS

Business Communication in Practice

Clear overview of course topics, training scope and key information.

COURSE CONTENT

01 **Day 1 of Training**

02 **Identification of Own Intrapersonal Style**

03 **Importance of Communication for a Relationship**

04 **Basics of the Communication Process**

05 **Communication Model**

06 **Types of Communication**

verbal communication vocal communication nonverbal communication alignment and credibility

07 **Art of Listening**

08 **Art of Asking Questions**

09 **Discovering Differences and Handling Them Correctly**

10 **Conversation**

expression of participation and interest in the conversation

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11 **Questionnaire Methods, Guided Discussion, Model Situations and Practice of Communication Leading to Desired Behavior, Short Theoretical Inputs**

12 **Day 2 of Training**

13 **How Misunderstanding Arises**

factual and emotional aspect of communication communication square use of assertiveness in conflict resolution expressing one's feelings and thoughts setting boundaries between private and professional life

14 **Business Protocol - Marginally**

15 **Differences in Communication**

between genders between generations (gen. 'X', 'Y', 'Z') between extroverts, introverts between employees at different hierarchical levels of the organization

16 **Questionnaire Methods, Guided Discussion, Model Situations and Practice of Communication Leading to Desired Behavior, Short Theoretical Inputs**

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/business-communication-in-practice