

TECHNICAL EXPERTISE SERIES

# Effective Business Communication and Presentation Skills

## Training Description

This interactive program equips participants with practical skills to communicate clearly, confidently, and persuasively in workplace and business contexts. Participants will explore the foundations of effective communication, enhance listening and empathy, and develop strategies for tailoring messages to different audiences. The course further builds presentation competence—structuring impactful presentations, delivering with confidence, and handling Q&A sessions with professionalism. Through role-play, group activities, and peer feedback, this training develops both the technical and emotional aspects of communication, helping participants cultivate a polished presence and strong influence.

**Training Duration 2 Days**

## Who Should Attend?

▶ Executives, managers, and team leaders seeking to improve communication impact

▶ Professionals at all levels who want to build confidence in workplace communication

▶ Individuals preparing for roles requiring frequent presentations or public speaking

▶ HR, training, and L&D professionals coaching others in communication skills

▶ Anyone interested in understanding how positive organization development interventions can be applied



## Workshop Learning Objectives

By the end of this training, participants will be able to:

**01** Understand the core elements of effective workplace communication.

**02** Communicate ideas with clarity, confidence, and persuasion.

**03** Strengthen active listening and non-verbal communication skills.

**04** Adapt communication styles to different audiences and situations.

**05** Structure presentations logically, integrating data, stories, and visuals..

**06** Deliver impactful presentations with strong presence and confidence.

**07** Handle questions, objections, and feedback with professionalism.

**08** Build emotional intelligence and audience connection to enhance influence.

## Training Outline

### DAY 1: FOUNDATIONS OF EFFECTIVE COMMUNICATION

Registration and Welcome	<p>9:00 AM – 9:30 AM</p> <ul style="list-style-type: none"> <li>Icebreaker: Best &amp; Worst Communication</li> <li>Moments Participant sharing, setting context for learning</li> </ul>
<p>Module 1:  <b>Business Communication Fundamentals</b></p>	<p>9:30 AM – 11:00 AM</p> <ol style="list-style-type: none"> <li>Core communication models</li> <li>Common barriers and solutions</li> <li>Verbal and non-verbal signals</li> <li>Activity: “Lost in Translation – Business Edition”</li> </ol>
Morning Break	11:00 AM – 11:15 AM:
<p>Module 2 :  <b>Listening and Empathy in Communication</b></p>	<p>11:15 AM – 1:00 AM</p> <ol style="list-style-type: none"> <li>Active listening tools</li> <li>Reading tone and intent</li> <li>Applying empathy in workplace conversations</li> <li>Role-play exercise: “Listen &amp; Reflect”</li> </ol>
Lunch Break	1:00 AM – 2:00 PM
<p>Module 3:  <b>Communication Styles &amp; Emotional Intelligence</b></p>	<p>2:00 PM – 3:30 PM:</p> <ol style="list-style-type: none"> <li>Mini-assessment: Identifying your style</li> <li>Adapting style to others</li> <li>Building collaboration through emotional intelligence</li> </ol>
Afternoon Break	3:30 PM – 3:45 PM
<b>Group Activity</b>	<p>3:45 PM – 5:00 PM:</p> <p>Style Switch Challenge;          Daily reflection and Q&amp;A</p>