

Business Communication and Report Writing Skills

A 2-day workshop for corporations, government institutions, and medium-sized enterprises

Course Objectives

- Learn how to communicate better on various communications platforms
- Create effective business presentations of their products, services, proposals, or activity reports
- Delve deeper into the important elements of a well-written report and apply the best report writing structure and techniques
- Explore effective strategies and techniques in negotiating with parties external and internal to the organization

Who Should Attend

Supervisors, executives, and managers from all management fields, both technical and non-technical

Module Outline

Module 1: Business Communication Skills

- Verbal communication techniques and best practices in:
 - Face-to-face dealings with customers
 - Handling phone calls
 - Video conferencing
 - Managing complaints that came from different channel
 - Responding to emails, letters, and online messages from customers, colleagues, and superiors

Module 2: Business Presentations

- Crafting a solid presentation deck
- Effective body language during business presentations
- Tone diversification during presentations
- Handling questions and comments
- Samples of great business presentations

Module 3: Business Report Writing

- Types of business reports
- Structure and format
- Report tone
 - Formal VS Informal
 - Impersonal VS Personal
 - Technical VS Non-technical
 - Abstract VS Concrete
- Crafting report summaries
- Online tools to assist in better report writing

Module 4: Client Negotiations

- Client negotiation strategies and techniques
- Applying persuasive skills onto negotiation
- The do's and don'ts in negotiation
- Contract negotiations
- Price negotiations
- Leveraging on the psychological and body language aspects of negotiation for better control and outcome