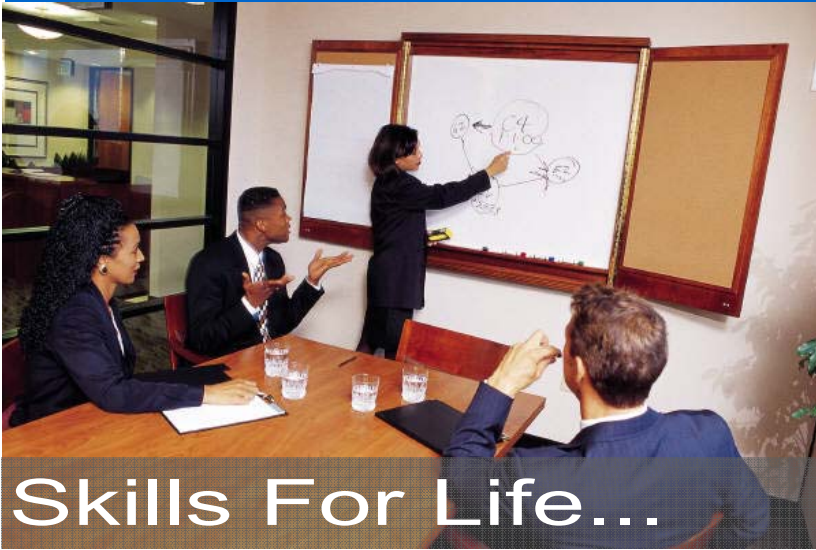


Business Communication

Skills for the 21st Century



Skills For Life...

Course Overview - (10-12 hours)

The **CBP™ Business Communication Certification** equips the business professional with the best communication practices and develops business communication as a discipline. Additionally, this module explores the study of the process of communication in the business environment, allowing us to understand how to make better choices in our day-to-day communication.

- Introduction to Business Communication
- Structuring Business Communication
- Developing a Business Writing Style
- Types of Business Writing
- Writing for Special Circumstances
- Developing Oral Communication Skills
- Doing Business on the Telephone
- Non-Verbal Communication
- Developing Effective Presentation Skills
- Conflict and Disagreement in Business Communication