

## Fundamentals of Communication (Tier 1)

1 Day

### Description

*Fundamentals of Communication* provides an overview of the basic principles of business communication. It provides guidelines and best practices for effectively communicating in the workplace, thereby improving productivity and mutual understanding in culturally diverse business organizations.

### Prerequisites

- None

### Objectives

- ✓ Communicate formally and informally in business so there is a mutual understanding between the sender and the receiver.
- ✓ Write clear, concise business communication so that it has a positive and meaningful impact on the reader and achieves the desired result.
- ✓ Use graphics in business communication so that facts, processes, and summaries are effectively designed to convey visual and textual information.
- ✓ Use verbal and non-verbal communication appropriately in business so that there are no barriers to mutual understanding in culturally diverse organizations.
- ✓ Use electronic communication in business so that you observe proper etiquette and ensure professionalism to send and receive messages.

#### Understanding Business Communication

Identify Basic Communication Techniques  
Describe Formal and Informal Communication

#### Communicating in Writing

Write Effective Business Documents  
Write Effective Business Letters  
Write Effective Memos  
Write Effective Reports

#### Communicating with Graphics

Create Graphics for Business Communication  
Communicate Static Information  
Communicate Dynamic Information

#### Using Verbal and Non-verbal Communication

Describe Verbal and Non-verbal Communication  
Identify Elements of Effective Meetings  
Identify Elements of Effective Presentations  
Read Body Language

#### Communicating Electronically

Using Voice Communication in Business  
Using Internet Communication in Business

#### Appendix A: Works Cited

References and Works Cited