

Module 2: Communication & Presentation Skills

Course Outlines (Detailed):

Unit 1: Fundamentals of Communication

- Understand the communication process and key components (sender, message, channel, receiver, feedback).
- Identify barriers to effective communication and learn strategies to overcome them.
- Explore different communication styles and how to adapt to each.
- Learn the difference between formal and informal communication in the workplace.

Unit 2: Verbal and Non-Verbal Communication

- Master tone, pace, and clarity in verbal communication.
- Understand the importance of body language, gestures, and facial expressions.
- Practice maintaining positive and professional body posture during interactions.
- Learn to interpret non-verbal cues from others effectively.

Unit 3: Written Communication and Email Etiquette

- Structure professional emails and reports with clarity and precision.
- Use correct grammar, tone, and formatting for different audiences.
- Learn best practices for writing business letters, memos, and digital messages.
- Understand confidentiality and professionalism in written communication.

Unit 4: Presentation Skills and Public Speaking

- Develop engaging presentation structures (opening, body, and closing).
- Use storytelling techniques and visual aids effectively to support ideas.
- Overcome stage fright and boost confidence when presenting.
- Handle Q&A; sessions and feedback professionally.

Unit 5: Teamwork and Collaborative Communication

- Learn techniques for effective collaboration in group settings.
- Practice active listening and empathy in team discussions.
- Manage conflicts constructively using positive communication approaches.
- Understand the role of diversity and inclusion in workplace communication.

Unit 6: Cross-Cultural and Digital Communication

- Communicate effectively with people from different cultural backgrounds.

- Learn cultural dos and don'ts in international workplaces.
- Master online meeting etiquette and virtual communication tools.
- Apply digital professionalism in emails, chats, and remote teamwork platforms.