

**IE**

# INTELLECTUAL EQUITY

*Training and Consulting*

*Training • Business Plans and Consulting • Project Management • Facilitation*

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## ***Business Communication ~ Tools and Best Practices***

*This class can be 2 or more hours in length*

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~ **“You can have brilliant ideas, but if you cannot get them across, your ideas wont get you anywhere.”** Lee Iacocca.

This course is specifically designed to outline the tools and types of communication commonly used in business settings and the skill sets to help you become a more effective communicator.

Weather you are desirous of having more impact delivering an idea, guiding others to desired outcomes, communicating more concisely with a wider array of people, or simply becoming more effective in the workplace, this is the class.

We will discuss the different communication venues; how to speak to a co-worker, subordinate, senior manager, client and more. You will learn how to effectively deliver a message; even in difficult settings to increase the positive outcomes from these encounters.

You will learn how to give more effective feedback to others while building stronger relationships including with peers, bosses, friends, subordinates, and clients.

## CLASS OUTLINE:

- **What is Effective Business Communication?**
  - The foundational elements
- **How are your communicating skills?**
- **Making a great first Impression**
- **How/Why is business communication different?**
  - What methods does your company embrace?
- **The Power and Importance of active listening**
- **Who are you talking to and what do they need?**
- **Thinking on your feet**
- **Public Speaking and speaking to an audience**
- **Techniques for guiding with questions**
- **Presenting yourself and your ideas**
- **Cross Cultural Communication & Business Etiquette**
- **Alternative Communication Channels**
  - E-mail / voicemail / texting
- **Empathy/ Conflict/ and Emotions**
- **Giving and Receiving Feedback**
- **Class Evaluation to share with Host Company**

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