

## Advanced Communication Skills

**Prerequisites:** There are no prerequisite skills for this course, however, you might be interested in the following related courses: Problem-Solving Skills, Negotiating Skills, Business Presentations, and Business Writing: From Email to Proposals.

**Length:** One Day

**Summary:** You will examine the components of good written and verbal communication

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### Course Content

#### WRITE TO BE UNDERSTOOD

- Determine When to Write
- Plan Your Message
- Perfect Your Style and Mechanics
- Writing in the Workplace

#### SPEAK TO BE HEARD

- Prepare Your Message
- Deliver Your Message

#### PLAN FOR HIGH IMPACT

- The Importance of Planning
- Outline Your Presentation
- Develop Your Script
- Add Visual Aids

#### CAPTIVATE YOUR AUDIENCE

- Make Final Preparations
  - Basics of Delivery
  - The Question-and-Answer Session
  - Assess the Presentation
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