

# Fundamentals of Communication

**Prerequisites:** Microsoft Word Introduction

**Length:** One Day

**Summary:** *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.

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## Course Content

### 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
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