



Tanishqa Quintessence Management Services

TQMS Global is recognized member of IFTDO and ISTD



Certificate Course in Business Communication



PUTTING PEOPLE FIRST

“We show people how to understand expectations thru professional business communication”

Contact us at

KINNESQUI Training Centre
Suite 208,V Mall,
Next to Sai Dham,
Off Western Express Highway,
Kandivali (East) Mumbai 400 101

Tel: +91 22 6526 4430
Email: info@tqmsglobal.com



1 Objectives

Course is built around practical methods of improving your professional influence and impact within the organization. Using the dynamics of the group you will understand others, and your perception towards others. You will learn how to change that perception to your greater advantage

2 Benefits

- Increased personal influence to see yourself as others see you
- You identify your strengths as well as your development needs for professional business communication
- Identifying the 3Vs of professional communication
- To evaluate your conflict management skills for healthy working relationship
- To be able to manage varied behavioral situation at work place
- To identify the importance of non verbal communication and listening skills
- To identify the DO's and DON'Ts of Business interpersonal communication skills.
- Develop Presentation skills with one on one and one to many

3 Target Audience

- Executives/ Managers of all functions
- Self Employed/ Entrepreneurs
- Customer Service Professionals
- Technical/ Operational staff

4 Methodology

- Mock/ Live Role Plays
- Case Analysis
- Presentation & Energizers
- Group Discussion

The Image you want others to see

- The real you - and the image others see
- Looking and sounding more confident
- Managing your self-image



Personal style and behavior

- Speaking with power, persuasion and fluency
- Controlling speaking stress, fear and apprehension
- Building inner calm and outward composure
- Visual impact - posture, movement, gesture
- Commanding attention to communicate the message effectively



Successful Interpersonal Communication Skills

- Provides an overview of listening, speaking, and writing essentials appropriate for business.
- Focuses on the communication skills necessary to achieve mutual understanding with customers, managers, team members, and coworkers.

Structuring Presentations

- To understand the fundamentals of preparing and delivering an effective presentation.
- To structure the presentation in order to increase the attention span of the delegates.
- To understand the audience and manage their questions effectively.

Being assertive, not aggressive

- Assessing your Conflict management style
- Identifying assertive, passive and aggressive behaviors
- Learning to be assertive
- Saying 'No' without feeling guilty
- Applying strategies to manage other's non - assertive behavior

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Professional fee:
Rs 36,500/-
(Inclusive of Service Tax)

Duration:
72 hours
Three Months,
Twice a Week,
Evening/Weekend Sessions

Venue:
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Program Marketed By



Kinnesqui

Connecting body, mind & soul
A division of TQMS