

USE OF ELECTRONIC TOOLS IN BUSINESS COMMUNICATION

TRAINING OBJECTIVES

- ✓ To be clear and concise while using electronic tools of communication
- ✓ To encourage the listener / reader to like, listen and understand your message
- ✓ To understand the importance of visual and vocal image while interacting with stake holders



DELEGATES WILL BE ABLE TO:

- ✓ Identify the power of writing right e-mails with right choice of words and actions.
- ✓ Achieve great impact of stakeholders thru 3 V's of communication
- ✓ Forming cues of Do's and Don'ts of electronic tools while communicating with others.

KEY COACHING TOPICS

Relevance of E-mail and Telephone etiquette for Professional progress

Effective Email Writing

- ✓ Offers a step process for writing Business e-mail.
- ✓ Focuses on e-mail purpose and Reader's need.
- ✓ Principles for organizing information clearly and concisely while writing e-mails.

Telephone techniques

- ✓ Telephone etiquette –is it your responsibility?
- ✓ Promote positive company image through professional telephone etiquette.

Venue :
Kinnesqui Training Center

Duration :
4 hours



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