

# 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 centre

Date: May 16, 2009

Duration: 4 hours

Investments: Rs. 1500/- plus  
Service Tax

*The above cost includes  
Professional training  
Reference material  
Breakfast/ Hi-Teas*



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