



Communication Etiquette

Empowering Professionals with Effective and Professional Communication Skills

- **Communicate with Clarity • Maintain Professionalism**
- **Build Respectful Interactions**



Audience

Communication Etiquette Training is designed for individuals and professionals who want to improve how they communicate in workplace and business environments while maintaining professionalism and respect.

The training equips participants with the skills needed to communicate clearly, confidently, and appropriately across different channels, ensuring positive impressions and effective collaboration.

Ideal for:

Entry-level professionals and fresh graduates

Corporate employees across all levels

Customer service representatives

Sales and marketing professionals

Team leads and managers

Entrepreneurs and business owners

HR professionals

Front desk and administrative staff

NYSC members and interns

Anyone looking to improve their professional communication skills



Course Description

Communication Etiquette Training focuses on helping participants understand the principles of professional communication in both formal and informal settings. The course covers verbal, non-verbal, and written communication, emphasizing clarity, tone, and professionalism.

Participants will learn how to communicate effectively in meetings, emails, phone conversations, and digital platforms while avoiding common communication mistakes. The training also provides practical techniques for handling difficult conversations, maintaining respect, and building positive workplace relationships.



Course Outline

Module 1: Introduction to Communication Etiquette

Module 2: Principles of Professional Communication

Module 3: Verbal Communication Skills and Tone Management

Module 4: Non-Verbal Communication and Body Language

Module 5: Email and Written Communication Etiquette

Module 6: Phone and Virtual Communication Etiquette

Module 7: Workplace Communication and Professional Conduct

Module 8: Active Listening and Feedback Techniques

Module 9: Managing Difficult Conversations Professionally

Module 10: Cross-Cultural and Digital Communication Etiquette



Training Details

Duration: 2 Days

Training Fee: 150,000





Thank you



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