



Consulting and Training | Reach New Heights

Course Name

Effective Communication at Work: Mastering Verbal & Written Skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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Effective Communication at Work: Mastering Verbal & Written Skills

Course Introduction

Clear and effective communication is more than just exchanging information—it's a critical skill that drives collaboration, leadership, productivity, and trust within any organization. Whether you're writing a report, leading a meeting, responding to feedback, or collaborating with colleagues across cultures, your communication style directly influences professional outcomes.

This comprehensive **five-day** course by **BOOST Consulting and Training** is designed to equip professionals with the essential tools, techniques, and strategies to communicate with clarity, confidence, and impact—both verbally and in writing. Through engaging workshops, practical exercises, real-time feedback, and tailored case studies, participants will explore the core principles of effective workplace communication.

The course covers everything from communication styles and business writing standards to active listening, emotional intelligence, managing difficult conversations, and communicating across cultural and virtual environments. Emphasis is placed on real-world applications to ensure immediate relevance and value in participants' day-to-day work.

By the end of this course, participants will emerge as stronger, more persuasive communicators who can build meaningful relationships,

resolve conflicts diplomatically, and represent their teams or departments with professionalism and poise.

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Target Audience

- ✓ Team leaders, supervisors, and mid-level managers
- ✓ HR, administrative, and coordination staff
- ✓ Project managers and cross-functional team members
- ✓ Customer service professionals and internal communicators
- ✓ Anyone involved in writing internal reports, memos, or correspondence

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Learning Objectives

- ✓ Identify various communication styles and adapt their approach to suit different audiences and contexts.
- ✓ Deliver verbal messages with clarity, structure, and confidence in meetings and conversations.
- ✓ Apply best practices in writing professional business emails, memos, and internal documentation.
- ✓ Strengthen interpersonal relationships through active listening and emotional intelligence techniques.
- ✓ Navigate and resolve conflicts and challenging conversations effectively and tactfully.
- ✓ Communicate effectively in remote and multicultural work environments.
- ✓ Build greater self-awareness and develop a personal communication improvement plan.

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Course Outline

✓ DAY 01

Foundations of Communication in the Workplace

- ✓ The role of communication in leadership, collaboration, and culture
- ✓ Communication models and breakdowns: sender, receiver, noise, and feedback
- ✓ Self-assessment: uncovering your personal communication style
- ✓ The impact of non-verbal communication: tone, posture, and facial cues
- ✓ Principles of active listening and building genuine understanding

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Course Outline

✓ Day 02

Mastering Verbal Communication

- ✓ Elements of confident speech: clarity, articulation, and presence
- ✓ Structuring your spoken message for clarity and influence
- ✓ Managing emotions and building empathy in conversations
- ✓ Leading effective meetings and team discussions
- ✓ Interactive exercises: role plays and video-recorded feedback

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Course Outline

✓ Day 03

Business Writing Essentials

- ✓ Understanding your audience and writing with purpose
- ✓ Professional tone, structure, and formatting techniques
- ✓ Writing impactful emails, reports, summaries, and announcements
- ✓ Common pitfalls in workplace writing and how to avoid them
- ✓ Hands-on writing lab: editing real-world documents and templates

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Course Outline

✓ Day 04

Communication in Challenging Situations

- ✓ Conflict styles and communication strategies to de-escalate tension
- ✓ Giving constructive feedback and receiving criticism with grace
- ✓ Navigating emotionally charged conversations with professionalism
- ✓ Responding to misunderstandings and miscommunications
- ✓ **Case simulations:** handling challenging workplace dialogues

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Course Outline

✓ Day 05

Cross-Cultural & Remote Communication

- ✓ Communicating effectively in remote, hybrid, and virtual environments
- ✓ Cultural intelligence: overcoming bias and respecting communication norms
- ✓ Strategies for inclusive and clear global communication
- ✓ Final presentations and group feedback session
- ✓ Reflection, personal action plan, and commitment to continuous development

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 31, 2027	Feb. 4, 2027	5 days	4250.00 \$	Bahrain , Manama
Dec. 14, 2026	Dec. 18, 2026	5 days	5950.00 \$	USA , Texas
Sept. 7, 2026	Sept. 11, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
June 7, 2027	June 11, 2027	5 days	4250.00 \$	UAE , Dubai

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info@boostuae.com info@boostorg.com

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