

BM-CSWP BETTER COMMUNICATION: SPEAK, WRITE AND PRESENT MORE EFFECTIVELY



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

We are called upon at meetings and in documents, every day to clearly communicate ideas, report on past achievements and persuade others into effective action. Here are fifty easy-to-implement strategies to make all your communications more powerful. Learn how to put new communication strategies in place right away.

AUDIENCE PROFILE

Planning for- and presenting to- various audiences require certain skills and importantly clear and actionable recommendations. Whether you are presenting to an Executive Audience, a Technical Audience, a Virtual Audience or else. Overall, it is important to tailor your presentation and meeting skills to the specific audience you are addressing to effectively communicate your message and achieve your goals.

PREREQUISITES

There are no prerequisites for this course.

COURSE OBJECTIVES

This course focuses on the following learning objectives:

- Conduct Productive Meetings.
- Implement Effective Business Writing Methods.
- Create and Give Efficient and Successful Business Presentations.
- Take Advantage of Microsoft PowerPoint as You Prepare and Deliver Presentations.

COURSE CONTENT

Lesson 1: Fourteen Tips to Improve Your Meetings

- Think of Meetings as Investments.
- Forecast Your Meetings.
- Use Meeting Focus Posters in Meeting Rooms.
- Use a Recipe to Start Meetings Well.
- Know how Effective Leaders Behave.
- Key Statements of Effective Meeting Leaders.
- Use "Funnelling" to Brainstorm on Single Issues.
- Use "Fast Networks" to Brainstorm on Multiple Issues.
- Use the FAST Formula to Manage Meeting Theft.
- Use a Recipe to Finish Meetings Well.
- Evaluate Meetings to Ensure Productivity.
- Quick Strategies for Ad Hoc Meetings.

- Quick Strategies for One-on-one Meetings.
- Use Special Strategies for Teleconferences.

Lesson 2: Fourteen Tips to Improve Your Business Writing

- Know the Facts and Myths about Business Writing.
- Ask Yourself Questions Before You Give Answers.
- Brainstorm Now, Organize Later.
- Put First Thinks First and Last.
- Practice "Aerobic Writing."
- Use "Big-Middle-Little" Revising.
- Add "Breathing Space" for Reader Friendliness.
- Make Subject Lines and Headings Longer, Not Shorter.
- Simplify and Clarify Your Document.
- After You Check Spelling, Proofread.

- How to Comment on Each Other's Writing.
- Email Time Savers and Etiquette Points.
- Formal Points for Technical Reports.
- Write Clear Action Steps in Procedures.
- The A-POWR Writing Process.

Lesson 3: Fourteen Tips to Improve Your Presentations

- Plan to Speak to Listeners on Their Terms.
- Use a Recipe to Begin with Confidence.
- To Build Credibility, Use Personal Stories and Fast Facts.
- To Organize Points, USE the B.E.S.T. Recipe.
- Create Uplifting Conclusions.
- Handle Questions with Care.
- Gesture from the Audience's Point of View.

<ul style="list-style-type: none">- Improve Your Voice "Music."- To Improve Eye Contact, Think: "Who's the Sleepiest?"- For Impromptu Presentations, Answer Three Questions.- To Sell to a V.I.P., Converse, do not Lecture.- Deliver Smooth Team Presentations.- Think of Mistakes as Assets.- When Presenting, Be Just Nervous Enough.	Lesson 4: Eight Tips for Using PowerPoint Effectively <ul style="list-style-type: none">- Start Creating Without PowerPoint.- User Directory Visuals to Focus Your Audience.- Use Signpost Slides- Use Dynamic On-Screen Menus.- To Focus Within Complex Slides, Use On-Screen Enhancements.	<ul style="list-style-type: none">- Unhide Slides if Listeners need More Information.- Create Audio-Visual Cooperation.- Use the Room to Clarify the Structure of Your Presentation.
--	---	--

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.