***Business Communication***

**Communicating Through Dress and Body Language**

In this session the participants will learn that; first impressions are critical.

They will be taught that they are marketing a product -- themselves -- to each person they meet. Professional appearance (clothing, hair, makeup, jewelry, teeth, and eyes) will be discussed. Learning to have the proper dress for the type of activity one is engaged in and for the type of message a person wants to send about one’s self.

Interview attire as well as interview etiquette will be covered. Business etiquette in general will be discussed as participants watch videos of improper business etiquette and discuss case studies.

**Communicating Through Written Language**

This session will contain a booklet that has examples of business letters, proper emails, work applications, work forms, and so forth.

Proper business written etiquette will be discussed for correspondence, especially email etiquette. The participants will work on proper filling out of forms, work documents, writing a business letter, and so forth.

Basic grammar and use of passive voice will be discussed. Focus, specificity, and proper form will be addressed.

**Communicating Through Oral Presentations**

#### In this session, the participants will first learn how to prepare for a speech. Second, they will be introduced to PowerPoint and the basics of slide design. They will learn strategies to help the audience remember key points.

#### The participants will also be given a handout that covers the course materials as well as gives ideas on how to maintain the look and sound like a professional speaker.

**Communicating Through Professional Language**

This video-based training session will help the participants build the confidence and skills to be aware of and avoid making stereotypes, biased remarks, or other demeaning comments. The session will also cover the basics of sexual harassment in the workplace and multi-generational differences.

Basic language skills, introductions, and the power of words will be discussed. The focus will be on how, they as future leaders and managers can create an inclusive workplace where all employees are welcomed, treated with respect, and able to do their best work.

**Communicating Through the Use of Leadership Skills**

Time management, prioritizing, decision-making, and goal setting will be the focus of this session. Video vignettes will help the participants decide case by case how to incorporate the time management principles they have been shown.

The participants will be introduced to tools that help facilitate the use of these skills. They will also learn how to organize, manage, and plan their time. They will be given strategies and introduced to the literature and theory of these business communication skills.