

2020

EFFECTIVE BUSINESS COMMUNICATION 20 HOUR COURSE



COACHED BY

**NOA BUSINESS
COACH**

15th floor, Green Tower, Rama 4
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2021

TRAINING PROGRAM DESCRIPTION



Effective communication is a critical component of today's work environment for the successful professional. This course is designed to ensure the prompt and efficient delivery of learning all formed of communication as well as the effective recovery from any service-related issues that may arise in the work place. In dealing with customers and coworkers, communication is essential, whether it is face-to-face, over the phone, via email or, increasingly, through electronic channels. Through the coaching's expertise and practical knowledge, you will learn the key concepts associated with communication skills and you will be able to:

- Deal with difficult customers
- Recognize how your tone can affect your meaning.
- Use outstanding customer service to generate return business.
- Tips to impress your customers.
- Office Communication in meetings



business



organization



individual

To give all participants the best opportunities for learning, including:

- Class Session
- Simulations exercises
- Templates and tools
- Group Discussions
- Individual assignments
- Case studies and Problem Solving Exercises

THIS COACHING PROGRAM IS DESIGNED FOR

The Business Professional

20 hours

COACHING PROGRAM OUTLINE

Who We Are & What We Do

External Customers

Internal Customers

What is Customer Service

Who are Customer Service Providers

Establishing Your Attitude

Appearance Counts! – Even if Not in Person

The Power of a Smile

Staying Energized

Staying Positive

Identifying & Addressing Customer Needs

Understanding The Customer's Situation

Staying Outside the Box – Not Jumping Into

Conclusions

Meeting Basic Needs

Going The Extra Mile

Generating Return Business

Following Up

Addressing Complaints

Turning Dif cult Customers Around

In-Person Customer Service

Dealing With At-Your-Desk Requests

The Advantages & Disadvantages of In-Person
Customer Service

Using Body Language to Your Advantage

Giving Customer Service Over The Phone

The Advantages & Disadvantages of Telephone
Communication

Telephone Etiquette

Tips & Tricks for giving Customer Service Over The Phone

Providing Electronic Customer Service

The Advantages & Disadvantages of Electronic Communication

Understanding Netiquette

Email Etiquette – The Do's & Don'ts of Email

Electronic Customer Service Tips & Tricks

Recovering Dif cult Customers

De-Escalating Anger

Establishing Common Grounds

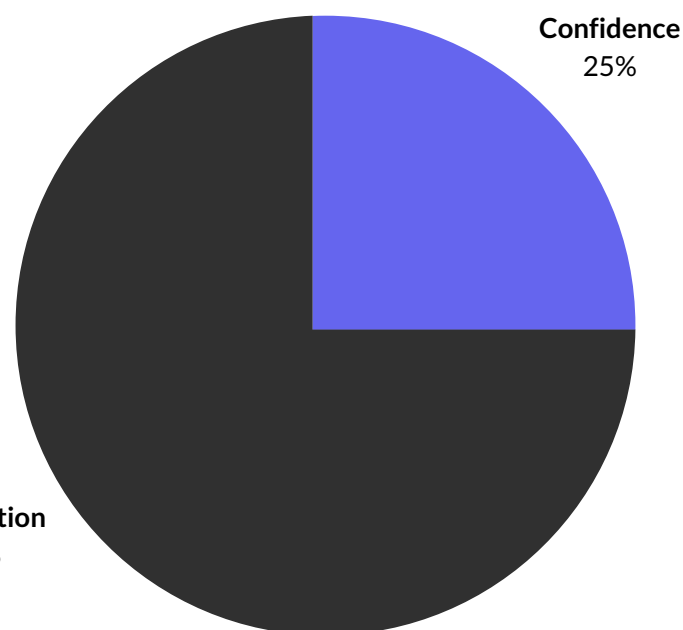
Setting Your Limits

Managing Your Own Emotions

Dealing With Vulgarly

Coping With Insults

Dealing With Legal & Physical Threats



COURSE SCHEDULE LESSONS



PRESNETATION & SPEAKING COMMUNICATION SKILLS

03

Elevator Pitch
presenting great
ideas in 1 minute

01

Professional
introductions
And the use of
Adjectives to be detail

04

Harnessing the
Science of
Persuasions
Ethos, Pathos,
Logos

02

Presenting products:
F.A.B and using Adverbs
to bring life into your
product.

05

Telling a
professional story
with a positive
results S.T.A.R

COURSE SCHEDULE LESSONS



BUSINESS WRITING & GRAMMAR SKILLS

08

Action Verb,
Helping Verbs
linking Verbs
(Writing)

06

Negotiating: The 5
styles of Negotiating

09

Focus on what
needs to be
done daily

07

Modal Verbs (Grammar
Writing)

10

Active Voice Vs
Passive Voice
(Writing)

COURSE SCHEDULE LESSONS



**BUSINESS
WRITING
&
GRAMMAR
SKILLS**

13

8 different ways
to use commas
(Writing)

11

4 types of
Complete sentences
(Writing)

**20 HOUR
BUSINESS
COMMUNICATION
PRIVATE
COACHING WITH
ENGLISH NATIVE
SPEAKER WITH
MBA**

12

4 types of Fragment
sentences (Writing)



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SPEAKER WITH
MBA**

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