

# Communication Essentials

**Overview:** This course teaches students about business communication, verbal and non-verbal communication, written communication, electronic communication, communicating with graphics, and effectively working for your boss.

## Module 01 – Business Communication

**(Duration: 11m)**

1. Workbook (Pdf)
2. Topic A: Identifying Basic Communication Techniques
3. How Communication Works
4. Listening Skills
5. Perception
6. ABC's of Effective Communication
7. Two Types of Communication
8. Communication Methods
9. Topic B: Formal and Informal Communication
10. Formal Communication
11. Informal Communication
12. Lesson 01 Review
13. Review Quiz (Number of attempts allowed: Unlimited)

## Module 02 — Verbal and Non-verbal Communication

(Duration: 28m)

1. Workbook (Pdf)
2. Topic A: Describing Verbal and Non-verbal Communication
3. Verbal Communication
4. Non-verbal Communication
5. Non-Communication
6. Topic B: Understanding Body Language
7. Body Language
8. Stationary Features
9. Body Posture Interpretations
10. Active Features
11. Topic C: Making Effective Presentations
12. Presentation Basics
13. Four P's of Effective Presentations
14. Types of Presentations
15. Informational Presentations
16. Demonstration Presentations
17. Sales Presentations
18. Presentation Verbal Etiquette
19. Presentation Non-verbal Etiquette
20. Topic D: Fundamentals of Productive Meetings
21. What Makes a Meeting Ineffective?
22. Guidelines for Managing Meetings
23. Levels of a Meeting
24. Guidelines for Participating in Meetings
25. Closing a Meeting
26. Lesson 02 Review

27. Review Quiz (Number of attempts allowed: Unlimited)

## Module 03 – Written Communication

**(Duration: 13m)**

1. Workbook (Pdf)
2. Written Communication
3. Three Components of Written Communication
4. Key Writing Elements
5. Written Communication Development
6. Constructing Subject Matter
7. Gender in Business Writing
8. Gender
9. -neutral or Gender
10. -equal Phrases
11. Writing Your Document
12. Common Errors that Require Proofreading
13. Proofreading Techniques
14. Lesson 03 Review
15. Review Quiz (Number of attempts allowed: Unlimited)

## Module 04 -Electronic Communication

**(Duration: 19m)**

1. Workbook (Pdf)

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2. Electronic Communication
3. Telephone Etiquette
4. Cell Phone Etiquette
5. Using Conference Calls
6. Voice Mail Etiquette
7. Email Etiquette
8. Email Components
9. Instant Messaging (IM)
10. Inappropriate Use of Email
11. Internet Etiquette
12. Social Media Etiquette
13. Lesson 04 Review
14. Review Quiz (Number of attempts allowed: Unlimited)

## Module 05 – Communicating with Graphics

**(Duration: 10m)**

1. Workbook (Pdf)
2. Topic A: Creating Graphics for Business Communication
3. Basics of Graphic Communication
4. Know Your Audience
5. Keep it Clear
6. Keep it Simple
7. Keep it Readable
8. Clear, Simple. Readable Bar Charts
9. Topic B: Communicating Static Information
10. Static Information
11. Presenting Static Information
12. Gathering Information

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13. Analyzing Information
14. Topic C: Communicating Dynamic Information
15. Dynamic Information
16. Flowcharts
17. Fishbone Diagram
18. Lesson 05 Review
19. Review Quiz (Number of attempts allowed: Unlimited)

## Module 06 :Effectively Working for Your Boss

(Duration: 26m)

1. Workbook (Pdf)
2. Topic A: Representing Your Boss
3. Anticipating Your Boss's Needs
4. Making Your Boss Look Good
5. Keeping Your Boss Informed
6. Topic B: Communicating Your Boss's Decisions
7. Explain the Decision
8. Handling Feedback
9. Topic C: Supporting Your Boss and Colleagues
10. Characteristics of Effective Teams
11. Strategies for Being Supportive
12. Topic D: Building a Partnership with Your Boss
13. Benefits of Partnering with Your Boss
14. How to Build a Partnership with Your Boss
15. Confronting Your Boss
16. Handling Confrontations with Your Boss
17. Lesson 06 Review
18. Course Closure

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19. Review Quiz (Number of attempts allowed: Unlimited)

This course includes

- about 1.49 hours on-demand video
- 6 downloadable Pdf Workbooks
- Unlimited time access (During Membership)
- Access on mobile and Desktop
- Certificate of Completion.

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