

# Business Communication Development

Recommended for Managers and Team Leaders who need to communicate effectively with their teams, manage Stakeholder expectations, and improve collaboration.

## WHAT IT'S ABOUT

Effective communication with others, building business relationships, motivating others, getting buy-in.  
 Saying no, being more assertive.  
 Overcoming difficulties and barriers in communication.

## TRAINING AIMS

By the end of the course, the participants will be able to:

- find mutually beneficial solutions;
- deal with 'no' in both directions (up/down) setting boundaries and managing expectations;
- improve collaboration and team efficiency;
- build a culture of openness and feedback in business communication.

## DURATION & COMPONENTS

### Online

Pre-work	Complete Needs Analysis Survey Identify Real-World Case to develop during the training
Session 1	Workshop: Defining Business Relationships (1.5h) + Barriers to Communication (1.5h) + Practice (1.5h)
Session 2	Workshop: Collaborative Solutions (1.5h) + Dealing With NO (1.5h) + Practice (1.5h)
Session 3	Workshop: Listening, Questions & Difficult Conversations (2.5h) + Practice (2h)
Individual 1-2-1 calls	Coaching 0.5h/person to discuss participants' own case scenarios
Session 4	Participant Real-World Cases Practice II (Participants' own scenarios, 2 groups, 5 people each ) (2.5h/gr)
Post-course call	Closing call (1h) (2 weeks after the final session)
Time commitment per participant	16h of online workshops 0.5h of coaching   1h of call Up to 1h of individual work

### Face-to-Face

Pre-work	Complete Needs Analysis Survey Identify Real-World Case to develop during the training
Day 1	Workshop: Defining Business Relationships (1.5h) + Barriers to Communication (1.5h) + Practice (1.5h)
Day 2	Workshop: Collaborative Solutions (1.5h) + Dealing With NO (1.5h) + Practice (1.5h)
Day 3	Workshop: Listening, Questions & Difficult Conversations (2.5h) + Practice (2h)
Individual 1-2-1 calls	Coaching: 2x0.5h/person to work on their own presentation
Day 4	Participant Real-World Cases Practice II (Participants' own scenarios, 2 groups, 5 people each ) (2.5h/gr)
Post-course call	Closing call (1h) (2 weeks after the final session)
Time commitment per participant	16h of F2F workshops 1h of coaching   1h of call Up to 1h of individual work

- Digital materials: slide decks, articles, and templates

## TRAINER

### Robin Baker

For trainer profiles please go to <https://accentbusiness.pl/team/>

For more information, please contact us:

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