



**Course Name:** Business Communication

## Module 1 : Basics of Email

- How to write perfect professional Email
- Advantages & Disadvantages
- Communicating Emotional Information

Assessment for Module 1

## Module 2 : Basics of Email

- Types of conferencing & its uses
- Advantages & Disadvantages
- Etiquettes of Video conferencing

Assessment for Module 2

## Module 3 : Basics of Conference Call

- Purpose of a conference call
- Rules of conference call
- Dos & Donts
- Etiquettes of conferencing

Assessment for Module 3



## Module 4 : Internet Basics

- Risks of Internet
- Internet security
- Advantages & Disadvantages

Assessment for Module 4

## Module 5 : Effective Listening

- Purpose of listening
- Steps of listening
- Types of listening
- Techniques of listening
- Use of Active Listening
- Qualities of good listeners
- Effective listening skills

Assessment for Module 5

Interaction with Subject Matter Expert

Certification