Business Communication Excellence

16 – 20 August 2027
Accra (Ghana)



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Why This Course

In the modern business world, effective communication is not just a soft skill — it is a strategic capability that drives leadership, collaboration, and organizational success. Business Communication Excellence enables professionals to communicate with clarity, confidence, and impact across all business settings — from everyday interactions to high-stakes presentations and executive discussions.

This program combines communication psychology, storytelling, and executive presence development to help participants master the art and science of business communication. It focuses on building influence, credibility, and connection — transforming communication from a routine exchange into a strategic advantage.

What You'll Learn and Practice

By joining this program, you will:

- Understand the foundations of clear, persuasive, and impactful business communication.
- Strengthen verbal, written, and non-verbal communication effectiveness.
- Develop active listening, empathy, and audience adaptation skills.
- Learn frameworks for persuasive messaging and executive storytelling.
- Communicate confidently across cultures, hierarchies, and digital channels.
- Build influence and presence in meetings, negotiations, and presentations.

The Program Flow

Day 1: The Foundations of Effective Business Communication

- The strategic role of communication in leadership and performance.
- Key principles: clarity, consistency, and credibility.
- Understanding your communication style and its impact.
- Case study: how great communicators drive alignment and influence outcomes.

Day 2: Mastering Verbal and Non-Verbal Communication

- Voice, tone, and body language as tools of persuasion.
- Techniques for confident speaking and active listening.
- Building rapport and trust through empathy and authenticity.
- Workshop: communication style assessment and improvement exercises



Day 3: Written and Digital Communication Mastery

- Writing with impact: structure, tone, and clarity in professional correspondence.
- Crafting compelling emails, reports, and executive summaries.
- Communicating effectively in virtual and hybrid environments.
- Practical exercise: rewriting real workplace messages for greater clarity and influence.

Day 4: Persuasion, Influence, and Storytelling

- The psychology of persuasion in business contexts.
- Storytelling frameworks for inspiring action and alignment.
- Communicating complex ideas simply and memorably.
- Group project: developing and delivering a persuasive presentation.

Day 5: Communicating with Confidence and Executive Presence

- Managing nerves, feedback, and difficult conversations.
- Building executive presence through composure and credibility.
- Leading meetings, negotiations, and stakeholder discussions effectively.
- Action workshop: developing a personal communication excellence plan.

Individual Impact

- Gain confidence and clarity in all forms of professional communication.
- Strengthen listening, empathy, and persuasion capabilities.
- Develop executive presence and composure under pressure.
- Build a personal communication style that enhances influence and trust.

Work Impact

- Improve collaboration, alignment, and understanding across teams.
- Enhance leadership effectiveness through transparent and inspiring communication.
- Strengthen client, stakeholder, and internal relationships.
- Foster a culture of open dialogue, engagement, and mutual respect.

Training Methodology

This program combines practical communication tools, behavioral psychology, and experiential learning to ensure immediate applicability. Learning methods include:

- Interactive workshops and real-time communication exercises.
- Role-plays and feedback-based speaking sessions.
- Case studies from business leaders and top-performing organizations.
- Group presentations and collaborative communication projects.
- Toolkits, templates, and self-assessment instruments for post-course application.



Beyond the Course

Upon completion, participants will be equipped to communicate with authority, empathy, and strategic intent. They will leave prepared to inspire, influence, and lead through communication — turning every message into an opportunity for clarity, connection, and impact.

