



What You Will Learn:

- **Planning skills to help create clear messages**
- **How to choose the appropriate type of communication — phone, email, text messaging or in person**
- **Methods to avoid being misunderstood or conveying unintended emotion**
- **How to recognize the signs of trying to deliver too much information**
- **Strategies to make your communication more effective, saving you and your organization time and money**

An Essential Course for Business Professionals

In the 21st century, there are a greater variety of communication choices than ever before. Yet, the basics of communication — purpose, structure, and etiquette — still hold true! Drake Resource Group offers a comprehensive course that will help both new and longtime employees improve their skills for developing and delivering clear messages.

Who Should Attend?

This course is designed for all audiences who want to be more effective in choosing and delivering their messages for the greatest impact. Many clients realize that new employees who are just entering the workforce may not have the polished skills necessary to interact with a variety of other business professionals.

What Past Attendees Have Said...

"We use this course as part of the orientation for our newer employees, and as a great refresher for the seasoned ones!"

"This course is a great guide for keeping communication professional and concise!"

Our Instructors

This workshop is delivered by facilitators who are effective communicators and have experience in working with the diverse needs of adult learners.

Duration and Format

The basic course is presented in a four-hour workshop format. Optional and customizable modules are also available to meet the specific needs of your organization.

How to Register

Three or more participants from the same organization are entitled to a 20% discount. The workshop can be customized to meet the specific needs of your organization. To offer the course for your organization or to license this Drake, contact us at info@drakerg.com.