

Skills Trainings

Workshop Proposal

We offer Communication Skills workshop, for your employees who wish to enhance their performance in professional communication:

Workshop Contents:

Communication Skills	No. of Hrs.
Professionalism and Communication Skills	4
Group Discussions and Interview Skills	4
Written Communication, Email Drafting & Email Etiquette	4
Email Drafting & Email Etiquette	4
Teamwork	4
Total Duration of Workshop	16

Course Methodology:

All sessions are interaction based. We use Audio Visual Aids, Role plays, Practice worksheets etc.

Communication Skills:

Brainstorming and Parameters required for an effective verbal communication

Telephone Etiquette:

How to Handle Calls -Enquiries, Request, Complaints and Irate Customer. Do's and Dont's on a call

Written Communication:

Do's and Dont's of Effective Written Communication

Email Drafting & Email Etiquette:

Important do's and don'ts in email communication with examples for Dos & Don'ts. Opening, body and closing of an email, the right subject line, call for action. Extremely important exercises and tips for writing professional emails

- Structure for Writing Email
- Templates for 'Thank You' mail, Irate Customers , Satisfied customer, Asking for information
- Formats for request, Command and Notification
- Edit Before You Send Your Email
- End with a Call of Action

Details:

Each session: 4 hours from Monday to Friday

No. of Sessions: As per the requirement.



Costo d sesión: Rs 6000 per day.

Number of Participants: 5 to 15.

Workshop to be conducted at Clients' venue.

Requirements: A conference room with Whiteboard and Projector and a Audio Visual facility.

Investment:

To be discussed once the scope of work is agreed upon

Trainer/Facilitator:

Sheryl Gracias

Feedback of Participants:

Feedback forms to be filled by all Participants at the end of the training

Cancellation of a workshop session:

To be informed by the trainer 24 hours in advance.

Cancellation from Client:

A notice period of minimum 24 hours is necessary in case of a need for cancellation of a session from client. A notice period less than 24 hours will be considered as the session already conducted

Cancellation by the Trainer:

In case of a cancellation of a session by the trainer, the session will be conducted at a later date mutually suitable.

Next Steps:

To take advantage of this proposal and proceed with the project as outlined, next steps must be to

- Accept the proposal as-is
- Discuss desired changes with Sheryl Gracias
- Finalize and accept the terms and conditions mentioned
- Submit initial payment of 50 percent of total workshop fee

We're happy to make changes to workshop scope on your request at any time 2 days prior to the training:

Submitted On: 20th May 2016

Submitted By

Sheryl Gracias



