Professional Communication & Collaboration

3-Day Training — Table of Contents

Program Overview

Training title: Speak Clearly, Work Together: Professional Communication & Collaboration

Description: A hands-on 3-day program that builds the everyday skills people need to communicate with clarity, write with purpose, run productive meetings and collaborate across teams. Participants practise on real workplace situations and leave with tools they can use the next working day.

By the end, participants will be able to:

- Structure messages so the point lands in the first 30 seconds
- Listen actively and ask questions that uncover what people really mean
- Write emails, chats and reports that get read and acted on
- Plan and run meetings that end with clear decisions and owners
- Give and receive feedback without damaging relationships
- Handle disagreement and build trust in hybrid and cross-cultural teams

Program at a glance:

Day	Theme	Focus
Day 1	Communicate with Clarity	Mindset, structure, listening, speaking with confidence
Day 2	Write, Present and Meet with Impact	Business writing, digital etiquette, presentations, meetings
Day 3	Collaborate and Build Trust	Teamwork, feedback, conflict, hybrid and cross-cultural work

Day 1 — Communicate with Clarity

Module 1: Communication in Today's Workplace

Why communication breaks down at work and what effective professionals do differently.

- 1.1 The communication process: sender, message, channel, receiver, feedback
- 1.2 Common barriers: assumptions, jargon, noise, emotion and information overload
- 1.3 Intent vs impact: why what you meant is not always what they heard
- 1.4 Self-check: identifying your own communication habits and blind spots
- **Activity**

Module 2: Structuring Your Message

How to organise thoughts so your point is clear, brief and easy to act on.

- 2.1 Know your audience: what they need, know and care about
- 2.2 Bottom line up front: leading with the key point or ask
- 2.3 The pyramid structure: point, reasons, evidence
- 2.4 Cutting the clutter: plain language, short sentences, concrete examples
- **Activity**

Module 3: Active Listening and Powerful Questions

Listening to understand, not just to reply.

- 3.1 Levels of listening: distracted, selective, active, empathetic
- 3.2 Core techniques: paraphrasing, summarising and reflecting feelings
- 3.3 Open, probing and clarifying questions
- 3.4 Checking understanding before acting
- **Activity**

Module 4: Speaking with Confidence and Presence

Using voice, body language and tone to build credibility in person and on camera.

- 4.1 Non-verbal signals: posture, eye contact, gestures and facial expression
- 4.2 Voice: pace, pitch, pauses and volume
- 4.3 Assertive vs passive vs aggressive communication
- 4.4 Speaking up in groups and with senior stakeholders
- **Activity**

Day 1 Wrap-up

Consolidating the day's learning.

- Key takeaways and personal reflection
- **Activity**

Day 2 — Write, Present and Meet with Impact

Module 5: Business Writing That Gets Results

Writing emails, updates and reports that are read, understood and acted on.

- 5.1 Purpose first: inform, request, decide or persuade
- 5.2 Subject lines and opening lines that get attention
- 5.3 Clear asks, deadlines and next steps
- 5.4 Tone: professional, polite and human
- 5.5 Editing checklist: clarity, brevity, accuracy
- **Activity**

Module 6: Digital Communication and Etiquette

Choosing the right channel and communicating well across email, chat and video.

- 6.1 Choosing the channel: email, chat, call or meeting
- 6.2 Chat and instant messaging norms: response times, threads, mentions
- 6.3 Video call presence: camera, audio, background and engagement
- 6.4 Avoiding misunderstandings in text: tone, emojis and urgency
- 6.5 Managing information overload and setting boundaries
- **Activity**

Module 7: Presenting Ideas Persuasively

Building and delivering short presentations that inform and influence.

- 7.1 Structuring a talk: hook, key message, support, call to action
- 7.2 Telling stories with data
- 7.3 Designing simple, readable slides
- 7.4 Handling questions and pushback with composure
- **Activity**

Module 8: Running Productive Meetings

Planning, facilitating and following up so meetings lead to action.

- 8.1 Do we need this meeting? Purpose and alternatives
- 8.2 Agendas, roles and timeboxing
- 8.3 Facilitating discussion and including every voice
- 8.4 Capturing decisions, owners and deadlines
- 8.5 Follow-up notes that drive action
- **Activity**

Day 2 Wrap-up

Consolidating the day's learning.

- Key takeaways and personal reflection
- **Activity**

Day 3 — Collaborate and Build Trust

Module 9: Foundations of Effective Collaboration

What makes teams work well together and how each person contributes.

- 9.1 Collaboration vs cooperation vs coordination
- 9.2 Psychological safety: making it safe to speak up and admit mistakes
- 9.3 Clarifying roles, responsibilities and shared goals
- 9.4 Working across functions and with remote colleagues
- **Activity**

Module 10: Giving and Receiving Feedback

Using feedback to improve performance and strengthen working relationships.

- 10.1 Why feedback matters and why people avoid it
- 10.2 A simple structure: Situation, Behaviour, Impact
- 10.3 Giving positive and developmental feedback
- 10.4 Receiving feedback: listening, clarifying and responding without defensiveness
- **Activity**

Module 11: Managing Disagreement and Conflict

Turning disagreement into better decisions instead of damaged relationships.

- 11.1 Healthy debate vs unhealthy conflict
- 11.2 Five conflict-handling styles and when to use each
- 11.3 Separating people from the problem: interests vs positions
- 11.4 Handling difficult conversations step by step
- 11.5 Saying no and pushing back respectfully
- **Activity**

Module 12: Collaborating Across Cultures and Hybrid Teams

Working well with people from different backgrounds, time zones and work styles.

- 12.1 Cultural differences in directness, hierarchy and time
- 12.2 Inclusive language and avoiding unconscious bias
- 12.3 Team agreements for hybrid work: availability, tools, response times
- 12.4 Building trust and rapport when you rarely meet in person
- **Activity**

Module 13: Personal Action Plan and Program Close

Turning learning into habits back on the job.

- 13.1 Recap of the 3-day journey
- 13.2 Choosing three priority behaviours to practise
- 13.3 Building a 30-day action plan with an accountability partner
- 13.4 Program evaluation and certificates
- **Activity**