

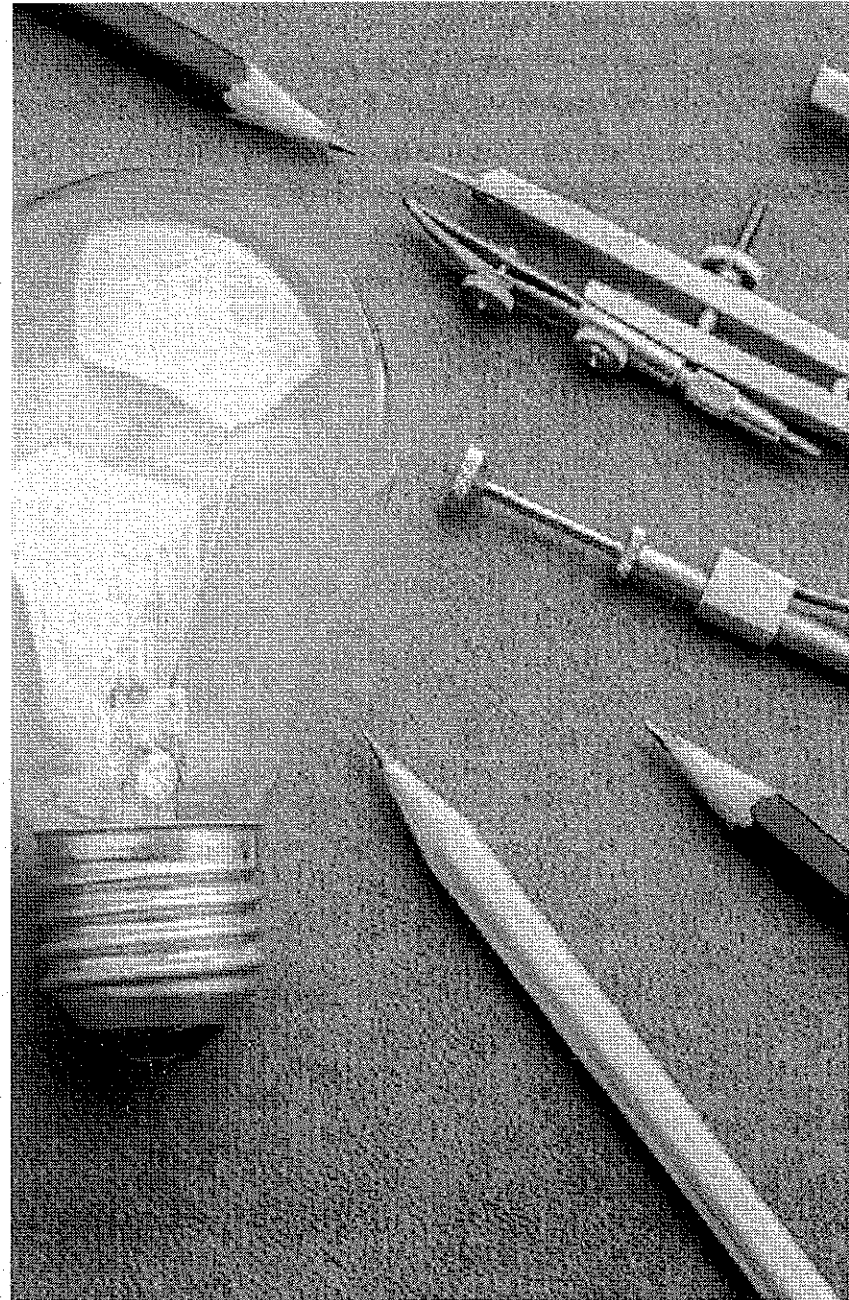


**Email &
Business
Communication**

Burlington Workshops

Take-Home Skills

- Identify formal and informal communication.
 - Optimize your verbal and/or written message.
 - Communicate assertively.
 - Reframe and redirect negative communication.
 - Improve accuracy in verbal and written communication.
 - Write professional emails.
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| Day 1

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Day 1

- Identify the effects of poor communication.
 - Introduce yourself and talk about your background.
 - Talk about your company, products and services.
 - Network and make small talk.
 - Discuss different cultural expectations and how culture affects communication.
 - Email format and style 101.
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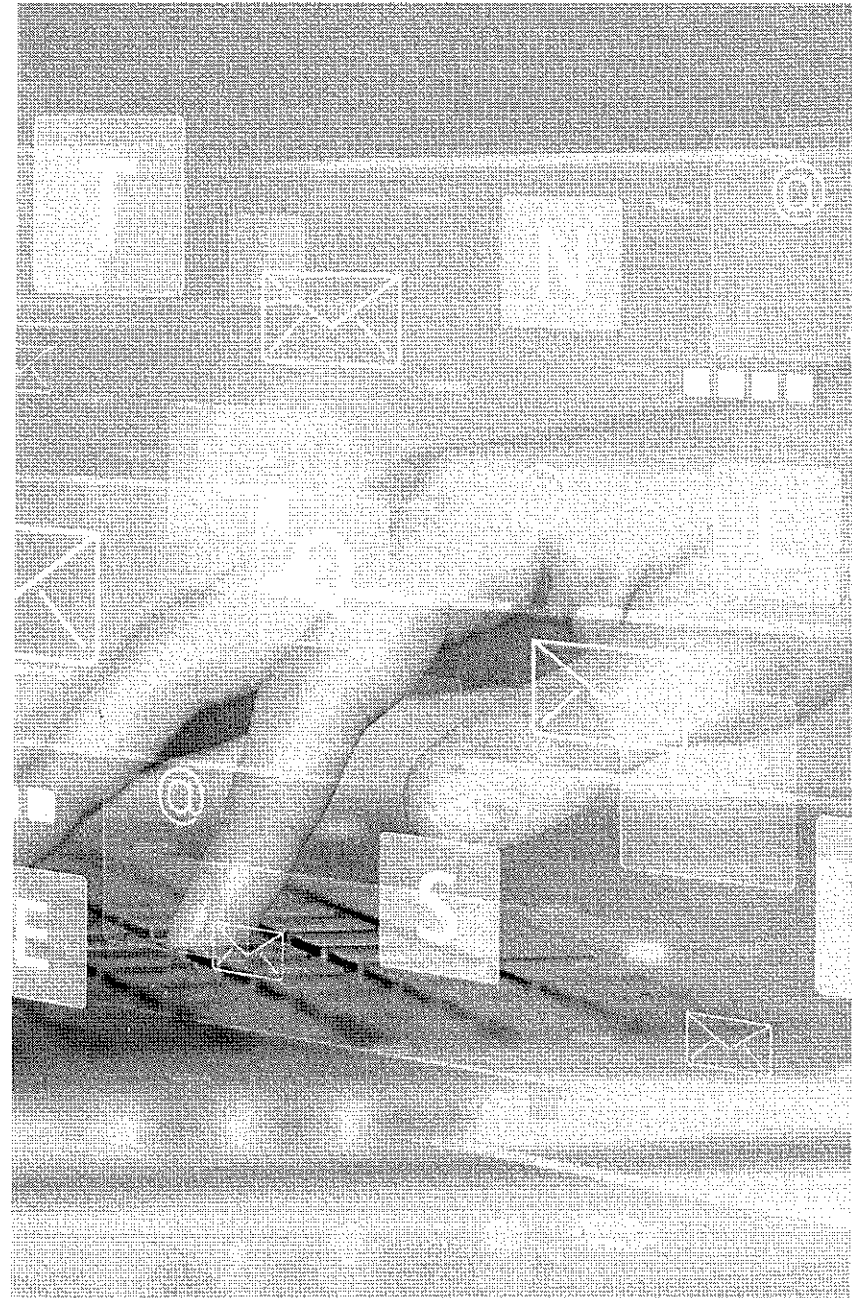
A black and white photograph of a hand typing on a computer keyboard. The image is overlaid with various digital icons, including envelopes, letters (T, N, R, E, S, A), and symbols like @ and #. The overall aesthetic is digital and tech-oriented.

| Day 2

Burlington Workshops

Day 2

- Work on the tone of your email.
 - Recognize the appropriate register.
 - Learn how to communicate assertively both verbally and in writing.
 - Handle negative communication and turn it into an opportunity.
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| Day 3

| Burlington Workshops

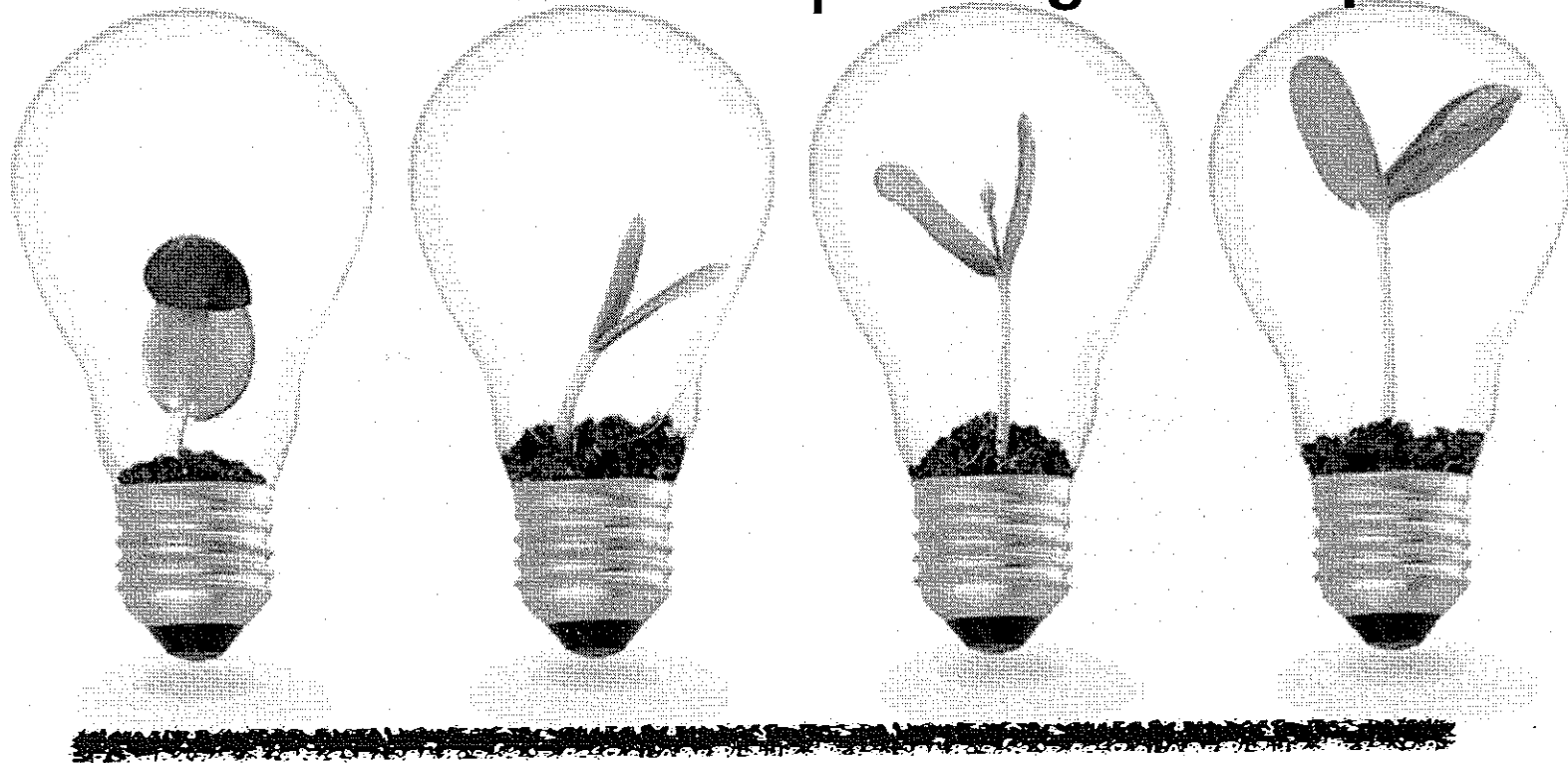


Day 3

- Grammar Marathon - use grammar in business contexts and communicate more accurately.
 - Make and reply to requests.
 - Apologize professionally.
 - Follow up on a previous communication and expedite processes politely.
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| Burlington Corporate



Your goal is our mission!