



# **E - COMMUNICATION**

THE ESSENTIAL TECHNIQUES FOR EFFECTIVE VIRTUAL COMMUNICATION

CHOOOLS CONSULTING SERVICES PVT LTD

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# INTRODUCTION

A vital concept for any organization is the ability to communicate through electronic means, which allows for the geographical dispersion of organization members. Online collaboration via email, discussion boards, chat, and other methods such as telephone and facsimile communications, are primary contributors to the removal of time and space in today's organizational concept. Companies use electronic communications to enhance their business and avoid obstacles with their clients or partners.

E-communication is also a common form of interaction for individuals. The use of e-communication allows people to interact in different ways and combine many forms of media in the process. However, just because e-communication gets there faster, does not mean you should spend less time and effort on the mechanical details. All business and personal correspondence project an image of you and your organisation. An e-communication document full of grammar, punctuation and spelling errors will tax the reader's patience and lessen your credibility. In the battle for the reader's on-screen attention, carefully written e-communication that is free from mechanical errors is sure to come out on top.

This CHOOOLS E-communication online training course highlights the protocols and develops the skills and abilities necessary to ensure every message is well-crafted.

**This CHOOOLS online training course will highlight:**

- Self-awareness; personal strengths as well as skills gaps in e-communication
- Advanced e-communication skills on a variety of media
- Understanding corporate & industry styles e-communication
- Correcting common pitfalls and e-communication issues
- Enhanced skills across all e-communication devices

## OBJECTIVES

**At the end of this CHOOOLS online training course, you will learn to:**

- Improve personal impact, persuasion and influence techniques
- Enhance their corporate communication skills
- Apply assertive communication especially when dealing with difficult situations
- Developed practical ways of communicating electronically
- Be able to demonstrate advanced e-communication skills via different media





# WHO SHOULD ATTEND?

This CHOOOLS online training course is suitable for a wide range of professionals but will greatly benefit:

- Professionals responsible for web and corporate imaging
- Staff who communicate both internally and especially externally to clients
- Managers and Team Leaders running virtual teams
- Virtual team members responsible for direct communication with corporate clients.
- Human resource professionals involved with internal & external e-communication.

## TRAINING METHODOLOGY

This online training course will utilize a variety of proven online learning techniques to ensure maximum understanding, comprehension, retention of the information presented. The training course is conducted Online via an Advanced Virtual Learning Platform in the comfort of any location of your choice.

## ONLINE TRAINING COURSE OUTLINE

- Different ways to communicate electronically
- Video conferencing, online meetings, e-mail, and apps
- Instant messaging, social media, blogs, and corporate websites
- The psychology of communication
- E-Communication barriers and how to overcome them
- Recognizing e-communication advantages and disadvantages
- Making e-learning work (seminars, webinars & meetings)
- The risks of e-communication and how to avoid them
- Using email effectively
- Steps for email etiquette
- Social media communication
- Avoiding social media mistakes

## CERTIFICATE

On successful completion of this online training course, CHOOOLS E-Certificate with eligible Continuing Professional Education credits (CPE) from National Registry of CPE Sponsor, will be awarded to the delegates

Continuing Professional Education (CPE) credits : In accordance with the standards of the National Registry of CPE Sponsor, one CPE credit is granted per 50 minutes of attendance



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