



**HIGH  
BRIDGE**  
ACADEMY

Course Syllabus

# FLAWLESS COMMUNICATION

# COURSE OVERVIEW:

This workshop is designed for early-career professionals aiming to master the art of flawless communication in a business context.

The course delves into essential communication skills, advanced strategies, and practical exercises.

It encompasses various facets of communication, including problem-solving, email etiquette, meeting contributions, and progress reporting.

The workshop is structured to enhance the participants' ability to understand and convey both explicit and implicit messages effectively, ensuring a comprehensive skill set for business communication excellence

## Learning Objective 1: Foundations of Effective Communication

To equip participants with foundational skills in problem-solving communication, logical storytelling, and creating impactful presentations.

Key Takeaways	Example questions
<p>1. <b>Achieving Flawless Communication:</b> Understanding the nuances of both explicit and implicit messages, and the journey of lifelong skill development in communication.</p> <p>2. <b>The Role of Communication in Problem Solving:</b> Emphasizing logical storytelling, effective slide creation, and communication as a key tool in problem-solving scenarios.</p> <p>3. <b>Techniques for Effective Communication:</b> Introducing top-down communication strategies, the SCQ method for context establishment, and the importance of concise, clear expression.</p>	<ul style="list-style-type: none"><li>• What should you prioritize depending on your communication goal?</li><li>• What is top-down communication, and how/when to use it?</li><li>• When should you use the bottom-up approach?</li></ul>

## Learning Objective 2: Advanced Email Communication Strategies

To explore advanced strategies in email communication, focusing on planning, writing, sending, and tracking emails effectively in a business environment.

Key Takeaways	Example questions
<ol style="list-style-type: none"> <li><b>Strategic Email Planning and Writing:</b> Learning the art of crafting concise and specific subject lines, and organizing email content for maximum impact.</li> <li><b>Effective Email Management:</b> Techniques for attaching and naming documents correctly, using delay sending options, and ensuring accountability through follow-up strategies.</li> <li><b>Text Messaging vs. Email:</b> Understanding the appropriateness of text messaging in professional contexts compared to emails, focusing on scenarios best suited for each mode of communication</li> </ol>	<ul style="list-style-type: none"> <li>• What is the definition of exceptional writing?</li> <li>• What are the principles you can use to ensure your written communication is top-down?</li> <li>• How can you consistently apply the principle of "one sentence, one idea"?</li> <li>• How can you be concise with everything you write?</li> <li>• How can you be fast when writing powerful emails?</li> </ul>

## Learning Objective 3: Enhancing Meeting Participation and Progress Reporting

To provide insights into contributing effectively to meetings, structuring progress reports, and understanding the dynamics of business discussions.

Key Takeaways	Example questions
<ol style="list-style-type: none"> <li><b>Active Participation in Meetings:</b> Learning to observe body language, facial expressions, and tone to gauge agreement or disagreement, and structuring notes for clarity.</li> <li><b>Progress Report Structuring:</b> Utilizing the SCQ method for effective progress reporting, and</li> </ol>	<ul style="list-style-type: none"> <li>• How can you deliver a flawless progress report? (step-by-step)</li> <li>• What should you do if an immediate action/decision is required?</li> <li>• What should you do if an immediate action/decision is not required?</li> </ul>

understanding the importance of preparing for meetings with a structured approach.

- 3. Speaking Up in Meetings:** Encouraging participants to contribute value in meetings through structured arguments, using the pyramid principle and being tactful in public corrections.