

1. Internal written communication in the organization.
2. The principles of writing a memo.
3. Office orders and circulars.
4. Organizing and conducting a successful meeting: Notice, Agenda, Minutes of Meetings.
5. Intra-organizational communication: Suggestion Letters and Complaints.
6. Providing specific information: Employees Newsletter.
7. Intra-organizational communication: making reports.
8. External written communication in the organization.
9. Structure and layout of business letter
10. Types of business letter: Sales Letter, Enquiry Letter, Order Letter.
11. Types of business letter: Complaint Letter, Positive News Letter, Negative News Letter.
12. Press Releases and Public Notices.
13. Business email e-mailing: characteristic features.
14. Structure of an E-mail.
15. Email writing etiquette.
16. Purpose of Business Reports and Its Types.
17. Basics of Effective Report Writing.
18. Commercial contracts: the principles of drawing up and translation.
19. Drawing up CVs (Resumes).
20. Cover letters and their characteristic features.
21. Motivational letters: how to make an impression on the employer.
22. Nonverbal business etiquette.
23. Papers required for employment.
24. Oral Communication & its Types.
25. Oral communication at business meeting and conferences.
26. Public speaking: main principles and tips.
27. Types of Interviews. Conducting interviews.
28. Characteristics of negotiation. Common Mistakes and Barriers to Negotiation.
29. Group Discussion: A component of Selection Process.
30. The importance of Non-verbal Communication in Business