**CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS**

**EM-11: BUSINESS COMMUNICATION**

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| **BLOCK** | **UNIT NOs** | **UNIT TITLE** |  |
| **I** |  | **INTRODUCTION TO COMMUNICATION** |  |
|  | 1 | Effective Business Communication, message and audience |
|  | 2 | Business writing |
|  | 3 | Reviewing and feedback: Writing |
| **II** |  | **PRESENTING THOUGHTS AND RESOLVING ISSUES** |  |
|  | 4 | Non-verbal communication |
|  | 5 | Business presentations |
|  | 6 | Complex communications |  |