

ELITE COACHING - ADVANCED LEARNING COURSES



Module 1 - Writing Skills

Course 1

Correspondence I: A first level of Business Correspondence for the New Employee or Recent University Graduate. This module includes the foundations of writing to succeed: knowing one's audience, writing with a positive tone, a you-attitude.

- a. Email
- b. Letters
- c. Basic Report Writing

Course 2

Correspondence II: A deeper insight into informative, persuasive and goodwill oriented business correspondence. This module could follow Correspondence I or could be taken by more experienced employees who wish to fine-tune their writing skills.

- a. Forms of Organization of content
- b. Claim Letter
- c. Briefs
- d. End of Year Reports
- e. Proposal Writing

Course 3

Essential Writing for Managers : This module targets employees who have experience in basic Business Communication but who need to write:

- a. Executive Summaries
- b. Short Reports: Proposals, Feasibility or c. Recommendation Reports
- c. Press Releases
- d. Briefs
- e. Progress Reports for ongoing projects

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Module 2 - Interpersonal Skills

Course 1

Meetings –Participation and Chairing: This module includes the basics of efficient meeting participation; it also includes the skills needed to chair a small group meeting or a larger meeting with an audience

- a. Presenting one's point of view
- b. Giving a committee report
- c. Making suggestions during a meeting
- d. Using diplomatic language during a discussion
- e. Using Robert's Rules of Order to chair a meeting
- f. Guiding a discussion and obtaining Consensus
- g. Agenda Preparation and Minutes
- h. Characteristics of the Canadian Workplace and Business Culture

Course 2

Active Listening: After this module, the participant will demonstrate empathy during business conversations and meetings

- a. Techniques of active listening
- b. Practice in responding empathetically
- c. Appreciation of the Audience
- d. Characteristics of the Canadian Workplace and Business Culture

Course 3

Succeeding in a Diverse Work Atmosphere: After having completed this module, the participant will be more aware of the benefits of a diverse workplace and how collaboration leads to effective decision-making

- a. Learn to appreciate and show empathy to others
- b. Analyze the company culture and vision
- c. Techniques for effective collaboration with colleagues
- d. Assertiveness rather than Aggressiveness
- e. Use of Diplomacy in the workplace
- f. Characteristics of the Canadian Workplace and Business Culture

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Module 3 - Presentation Skills

Course 1

Presentations: This module includes the techniques of public speaking necessary to ensure that the message of a presentation is well received. Practice in writing and giving mock presentations would be included in this syllabus

- a. Outlining a Presentation
- b. Introductions and Conclusions
- c. Information not Data
- d. Importance of Visual Tools
- e. Question and Answer Period after the Presentation

Course 2

Interview Skills: This module targets people/clients who are looking towards a promotion or to a move to a new company.

- a. Mock interview practice
- b. Using examples from past experience to answer questions
- c. Active Listening during an interview
- d. Selling One's Talents Effectively
- e. Negotiating with HR
- f. Positive Language and Answering questions fully