

Advanced Business Communication

I. Definition:

- ➔ Advanced communication skills enable an individual to engage in complex social interactions with others across a range of shared interests and topic, which help to develop social relationships and friendships.

II. General knowledge:

1. 7C's: clear, concise, concrete, correct, coherent, complete and courteous.
2. 4 types of business communication:
 - a. Upward communication:
 - Direct report to manager
 - Manager to high-level executive
 - b. Downward communication:
 - Executive to manager
 - Manager to direct report
 - c. Lateral communication:
 - Co-worker to co-worker
 - Manager to manager
 - d. External Communication:
 - Org A to Org B
 - Website to customer
3. **Business Channels**:
 - Face to Face
 - Electronic Communication
 - Written Communication
4. 7P's: Product, Price, Promotion, Place, People, Physical Evidence, Process
5. 7 Barriers: Physical, Language, Information, Culture, Emotions, Perception, Gender.
6. **The rule of 7**:
 - ➔ A message must be received at least 7 times in 7 different ways, for it to be "heard" and ultimately result in desired behavior change.
7. **6 Process of communication**:
 - ➔ A sender, encoding a message, selecting of a channel of communication, receipt of the message by the receiver and decoding of the message.

Advanced Business Communication

Peipei Pang



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