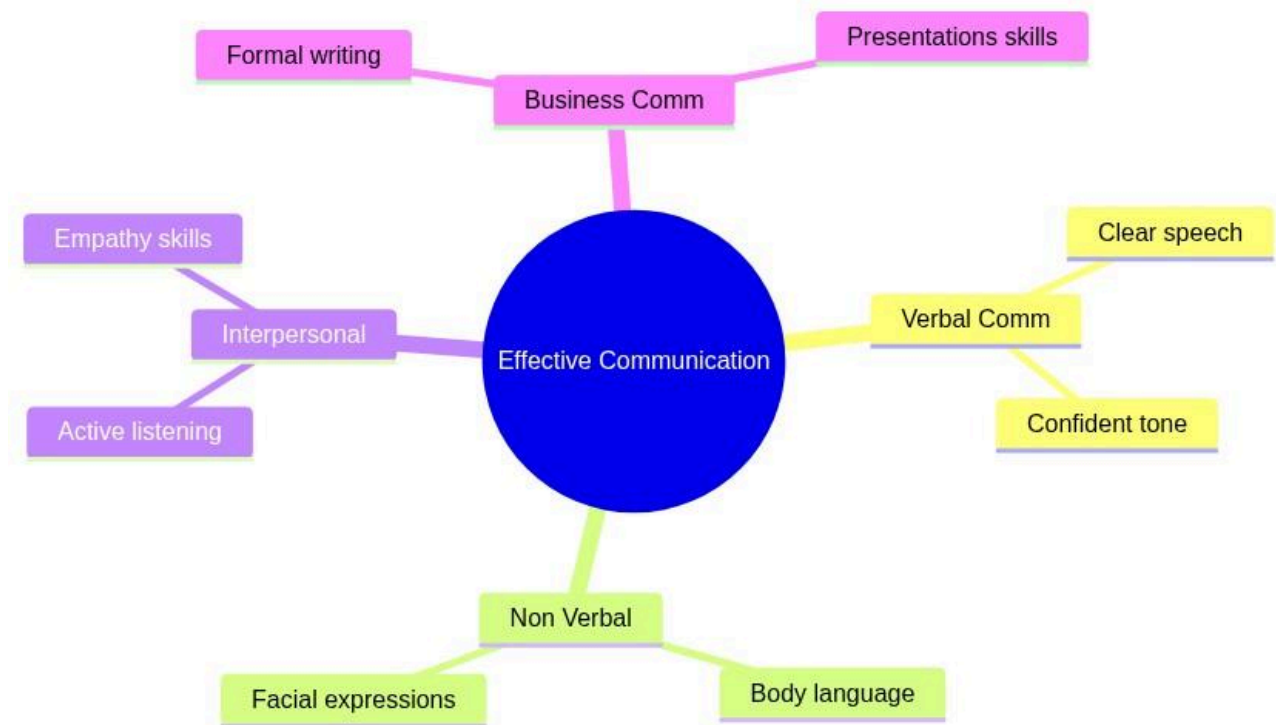


Professional Certificate in English and Communications for Business

Effective Communication



mindmap

root((Effective Communication))

Verbal Comm

Clear speech

Confident tone

Non Verbal

Body language

Facial expressions

Interpersonal

Active listening

Empathy skills

Business Comm

Formal writing

Presentations skills