



MADRAS MANAGEMENT ASSOCIATION

Presents

One day Flagship Workshop on

Business Communication for Workplace Excellence



Date: Tuesday, 17th March 2026
Time: 10:00 AM - 5:00 PM
Venue: Madras Management Centre, Chennai.

Business Communication for Workplace Excellence

OVERVIEW

Effective communication is the foundation of professional success and organisational excellence. The Business Communication for Workplace Excellence programme is a comprehensive, practical training designed to equip professionals with essential verbal, written, and interpersonal communication skills required to thrive in today's workplace.

This highly interactive programme focuses on improving clarity, confidence, and professionalism in everyday business interactions, from emails and meetings to presentations and workplace conversations. Participants will gain the tools and techniques needed to communicate effectively with seniors, peers, clients, and teams, while enhancing their executive presence and professional impact.

SPECIFIC LEARNING OBJECTIVES

Participants will learn to:

- Communicate ideas clearly, confidently, and professionally
- Write effective business emails and messages with proper structure and tone
- Handle workplace conversations, feedback, and difficult situations diplomatically
- Present ideas confidently in meetings and professional settings
- Develop strong interpersonal communication and listening skills
- Build executive presence through effective body language and voice projection
- Avoid common communication mistakes that lead to misunderstandings and inefficiencies



MODULE - OVERVIEW

1. Opening & Context Setting

Objectives

- Establish importance of communication in career growth
- Identify current challenges faced by participants

Coverage

- What is Business Communication?
- Common communication breakdowns in organisations
- The cost of poor communication (time, rework, conflict)

Activity

- Quick self-assessment: "My Top 3 Communication Challenges"
- Group sharing



2. Professional Verbal Communication

Coverage

- Speaking with clarity and structure
- Tone, pace, articulation, and neutral accenting
- Choosing the right words: formal vs informal language
- Asking and answering questions effectively
- Handling interruptions and disagreements politely

Activities

- Pair practice: structured responses
- Short speaking drills
- Role play: explaining an issue to a senior



3. Business Email & Written Communication

Coverage

- What makes a professional email
- Subject lines that get attention
- Email structure: Opening – Purpose – Details – Action – Close
- Tone: polite, firm, neutral
- Common grammar and formatting mistakes
- Chat/WhatsApp/Teams etiquette

Exercises

- Edit poorly written emails
- Write a short professional email from a case scenario



Interpersonal Communication

4. Effective Workplace Conversations & Interpersonal Skills

Coverage

- Communicating with seniors, peers, and juniors
- Giving and receiving feedback
- Saying no diplomatically
- Managing difficult conversations
- Listening skills

Activities

- Role plays:
 - Requesting support from manager
 - Giving feedback to colleague
 - Handling disagreement



5. Presentation & Meeting Communication

Coverage

- Structuring a short presentation
- Opening, body, and close
- Speaking with confidence in meetings
- Expressing ideas briefly
- Using slides effectively (do's & don'ts)

Activity

- 2-minute individual presentation (simple topic)
- Group feedback

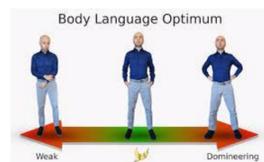
6. Body Language & Executive Presence

Coverage

- Posture, eye contact, gestures
- Voice projection
- Professional appearance
- Building executive presence early in career

Activity

- Before/after speaking attempt



7. Action Planning & Wrap-up

Coverage

- Key takeaways
- Personal action plan
- Q&A

BENEFITS FOR PROFESSIONALS

By the end of the programme, participants will demonstrate:

- Improved confidence in workplace communication
- Enhanced professionalism in emails and conversations
- Stronger presentation and meeting skills
- Better interpersonal effectiveness
- Increased executive presence and credibility



WHO CAN ATTEND

This Business Communication for Workplace Excellence:

WHOM IS THIS PROGRAM FOR JUNIOR - MID LEVEL PROFESSIONALS

- Team leads
- Managers in Sales, Marketing, HR & Admin
- Executives in Sales, Marketing, HR & Admin
- New Joiners & Aspiring Leaders across teams

"Across domains and business functionality"



Ms. Leela Pal Chaudhuri

Ms. Leela Pal Chaudhuri

Leela Pal Chaudhuri is a Communication Specialist, Corporate Trainer, and Consultant with over three decades of experience spanning business communication, project management, human resources, and Genetic Brain Profile counselling. She holds a Master's degree in English Literature and has worked extensively with corporate teams across technology, services, and knowledge-driven organisations.

Her professional journey includes senior leadership roles in Human Resources and Communications, as well as over 12 years as an independent consultant, where she has designed and delivered Business Communication and Soft Skills programs aligned to real workplace challenges. Her work bridges clarity of thought, precision of language, and impact-driven communication—whether in emails, presentations, meetings, or stakeholder interactions.

Known for her practical, engaging, and insight-led training style, she draws from deep corporate experience, instructional design expertise, and a strong understanding of human behaviour. Her approach is further shaped by her work in coaching and counselling, enabling participants to communicate with confidence, intent, and authenticity. She has worked with diverse teams and leadership groups, bringing a grounded, relevant, and immediately applicable perspective to business communication in today's professional environment.

Rs. 2200/- + 18 % GST fee for MMA members
Contact +91-9952932169 for NON-MMA Members enrollment

*Fee once paid will not be refunded.

MMA's Flagship - Business Communications for workplace excellence
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Time : 10:00 AM - 5:00 PM.
Venue : Madras Management Center, Chennai.

Contact Us

HARI PRASAD S R
DGM-MMA (9952932169)
dgm@mmachennai.org

Register Now

