

Certificate Course on
Communication Skills for Professional Development (CSPD)
Organized by DBI
Session: October-December 2026
Batch: 1st Batch

Sessions and Topics

Module	Details
Session 01: Foundations of Professional Communication	Effective professional communication begins with understanding how communication actually works. This module introduces participants to the fundamentals, principles, processes, channels and models of communication and shows how communication influences workplace relationships, collaboration and organizational effectiveness. Participants will learn to identify communication gaps and apply practical principles to make their messages clearer, more purposeful and effective
Session 02: Self-Awareness, Perception and Communication Styles	The way we communicate is shaped by our mindset, attitude, personality, behaviour and perception—and these factors can significantly influence workplace relationships. This module helps participants understand their own communication styles and recognize different styles in others. Participants will learn how to communicate more confidently and assertively, adapt their approach to different people and situations, and minimize misunderstandings in professional interactions.
Session 03: Active Listening, Empathy and Emotional Intelligence	Effective communication is not only about speaking well; it is equally about listening, understanding and responding appropriately. This module develops participants' ability to listen actively, ask effective questions, demonstrate empathy and manage emotions during workplace interactions. Through practical activities, participants will learn how emotional intelligence can strengthen relationships, build trust and improve communication with colleagues, teams and stakeholders.
Session 04: Interpersonal Persuasive and Influencing Communication	Professionals often need to influence others, gain support for ideas, manage objections and persuade people without relying on authority alone. This module develops practical interpersonal, persuasive and influencing skills using techniques such as audience analysis, Ethos, Pathos and Logos, effective framing, evidence-based communication and constructive feedback. Participants will learn how to communicate ideas persuasively and build stronger professional relationships.
Session 05: Professional Presentation Skills	Whether presenting a proposal, briefing management, reporting results or addressing a team, the ability to present ideas with clarity and confidence is an essential professional skill. This module covers presentation planning, audience analysis, message organization, storytelling, visual communication and effective delivery. Participants will also practise voice, tone of voice, body language, handling questions and responding to challenging audiences to become more confident and impactful presenters.
Session 06: Effective Business Meetings and Professional Business Writings	Meetings and written communication occupy a significant part of professional life, yet poorly structured meetings and unclear messages can waste time and create costly misunderstandings. This module develops participants' skills in planning and conducting productive meetings, preparing agendas and minutes, facilitating discussions and ensuring effective follow-up. It also strengthens professional writing skills for emails, letters, memos and digital workplace communication, with emphasis on clarity, conciseness, tone and professionalism.
Session 07: Business Reports and	Managers and executives must communicate information not merely to inform others, but often to support analysis and decision-making. This module develops the

Managerial Communication	ability to prepare clear, concise and decision-oriented business reports. Participants will learn how to organize findings, present evidence and data, develop executive summaries and formulate meaningful conclusions and recommendations that help management make informed decisions.
Session 08: Conflict Management, Difficult Conversations and Negotiation	Workplace disagreements, performance issues, competing interests and difficult conversations are inevitable in professional life. This module equips participants with practical strategies for managing conflict constructively, handling emotionally sensitive conversations and negotiating mutually beneficial outcomes. Participants will explore conflict-management approaches, difficult-conversation techniques, negotiation principles, interests and positions, BATNA, WATNA, ZOPA, persuasion, type of people and win-win strategies.
Session 09: Leadership and Team Communication	Effective leadership is fundamentally a communication process. This module explores how managers can use communication to build trust, clarify expectations, motivate employees, delegate effectively, coach team members and manage change. Participants will develop practical skills for team briefings, feedback, difficult conversations, collaborative problem-solving and building a positive communication climate within their teams.
Session 10: AI Assisted Professional Communication	The modern workplace is increasingly shaped by digital platforms and artificial intelligence. The module will equip participants to use AI-enabled communication tools professionally and responsibly.
Final Assessment	

Assessment Criteria

- **Final Examination.** Final Examination will be conducted on 80 Marks. Examination will be held after completing course.
- **Class Participation/ Assignments/ Quiz/Presentation.** 10 Marks (throughout the course-as feasible).
- **Class Attendance.** 10 marks; for each class 1 mark. 60% class attendance is mandatory for exam eligibility.
- **Pass Marks.** 50%
- **Grading.** Grading will be as under:
 - ✓ less than 50 marks = Fail
 - ✓ 50-64 marks = Pass
 - ✓ 65-74 marks = Pass with Merit
 - ✓ 75 and above marks = Pass with Distinction.