

## EFFECTIVE E-COMMUNICATION AND COLLABORATION SKILLS

|                    |                        |                     |                  |
|--------------------|------------------------|---------------------|------------------|
| <b>Start Date:</b> | 09/02/2026             | <b>End Date:</b>    | 13/02/2026       |
| <b>Categories:</b> | Business Communication | <b>Venues:</b>      | Madrid           |
| <b>Formats:</b>    | In Person              | <b>Instructors:</b> | Roland Abi Najem |

### OVERVIEW

This course helps professionals enhance their digital communication and collaboration effectiveness in remote and hybrid work environments. It focuses on clarity, tone, structure, and best practices for engaging virtually.

### OBJECTIVES

By the end of this course, participants will be able to: – Communicate clearly and professionally via email, chat, and video. – Use tone and formatting to improve message clarity and engagement. – Navigate cross-cultural communication in virtual settings. – Collaborate using digital tools like Teams, Zoom, and Slack. – Apply etiquette and protocols to build stronger virtual rapport.

### COURSE OUTLINE

1- Foundations of Digital Communication 2- Writing Professional Emails and Messages 3- Virtual Meeting and Video Conferencing Skills 4- Tools for Team Collaboration and File Sharing 5- e-Communication Best Practices and Case Scenarios

### TARGET AUDIENCE

All professionals who rely on digital communication for internal and external collaboration.

### METHODOLOGY

Live communication exercises, email audits, role plays, and collaboration tool simulations.

### CONCLUSION

Participants will enhance their virtual presence and improve team collaboration across platforms and geographies.

### DAILY AGENDA

## **Day 1: Digital Communication Basics**

Explore tone, clarity, and purpose in written digital messaging.

## **Day 2: Mastering Email and Chat**

Practice structuring messages, email etiquette, and actionable communication.

## **Day 3: Effective Virtual Meetings**

Lead and participate confidently in online calls and video discussions.

## **Day 4: Collaborating with Digital Tools**

Use platforms for co-editing, project tracking, and team updates.

## **Day 5: Polishing Your Online Presence**

Refine communication habits and troubleshoot common digital issues.

*For more information, please contact us:*

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