

## **Terms, Vocabulary and Lexicon commonly used in the Context of Business Communication**

- 1. Professionalism:** The conduct, behavior and attitude that reflect competence, integrity and respect in business interactions.
- 2. Effective communication:** The ability to convey information, ideas, or messages clearly, accurately and with impact, ensuring understanding and desired outcomes.
- 3. Verbal communication:** The exchange of information, thoughts, or ideas through spoken words, including conversations, presentations, or meetings.
- 4. Nonverbal communication:** The transmission of messages or cues through facial expressions, body language, gestures, or tone of voice, often influencing meaning and interpretation.
- 5. Active listening:** The attentive and engaged process of receiving, interpreting and understanding verbal and nonverbal messages from others, demonstrating interest and empathy.
- 6. Business writing:** The skill of composing written communications in a clear, concise and professional manner, such as emails, reports, memos, or proposals.
- 7. Email etiquette:** The guidelines and conventions for composing, sending and responding to emails professionally, including proper formatting, tone and response time.
- 8. Presentation skills:** The ability to effectively deliver information, ideas, or proposals to an audience through visual aids, speaking techniques and engaging delivery.
- 9. Interpersonal skills:** The abilities to interact, build relationships and communicate effectively with others in a professional setting, including skills such as empathy, collaboration and conflict resolution.
- 10. Persuasive communication:** The use of convincing arguments, logical reasoning and compelling techniques to influence others' attitudes, opinions, or decisions.
- 11. Business jargon:** Specialized vocabulary or terminology used within a specific industry or profession, often aimed at facilitating communication among insiders.
- 12. Conciseness:** Expressing ideas or messages in a brief, clear and to-the-point manner, minimizing unnecessary details or wordiness.
- 13. Clarity:** Ensuring that information, instructions, or messages are easily understood, avoiding ambiguity, confusion, or misinterpretation.
- 14. Empathy:** The ability to understand and share the feelings, perspectives, or experiences of others, enabling effective communication and relationship-building.
- 15. Feedback:** Information, comments, or evaluations provided to individuals or teams regarding their performance, work, or ideas, with the aim of improvement or reinforcement.
- 16. Conflict resolution:** The process of addressing and resolving disagreements, disputes, or conflicts in a constructive and collaborative manner, maintaining professional relationships.

- 17. Cross-cultural communication:** The exchange of information or messages between individuals from different cultural backgrounds, involving awareness and sensitivity to cultural differences.
- 18. Negotiation skills:** The ability to reach mutually beneficial agreements or compromises through effective communication, persuasion and problem-solving.
- 19. Stakeholder management:** The strategic communication and engagement with individuals or groups who have an interest or influence in a business or project, ensuring their needs and expectations are considered.
- 20. Etiquette:** The customary code of behavior, manners and norms observed in a particular social or professional context, guiding appropriate conduct and communication.

These terms and vocabulary are commonly used in the realm of business communication, enabling effective and professional interactions within the workplace and beyond. They provide a foundation for understanding and applying key principles and skills in various communication scenarios encountered in a business setting.

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