

# COMMUNICATION FOR MANAGERS

Influencing and achieving through listening and language

## What is it about?.....

The ability to communicate effectively is one of the most important skills a manager needs. From empathy to assertion and delegation, a manager must adopt a wide range of communication techniques to get the best from their team. This workshop addresses the challenges that managers face as they strive to encourage and supervise their team while achieving targets and goals set for them.

## Who should attend?.....

This workshop is relevant for anyone in management – and anyone poised for promotion to management -- but particularly first-line supervisors, middle-level managers and project leaders.

## Learning outcomes.....

- An understanding of what comprises good managerial communication techniques
- A greater awareness of their communication style and how to improve upon it
- A range of responses to deal with difficult people and handle work-place conflict
- Skills to enhance personal and team productivity through better working relationships

## Benefits.....

Your organisation will benefit from managers who are aware of their strengths and weaknesses when it comes to communication and how to adapt their style to achieve the best from their teams. This workshop provides valuable models for communicating objectives and requirements to team members, as well as strategies for overcoming communication obstacles and resolving conflict.

## Course structure.....

- Acknowledge and develop your own communication style
- Adapt your style to the needs of individuals in your team
- The unique responsibilities of a manager: choosing the right approach for the right situation
- Learn to listen actively to your team members
- Productive questioning techniques
- Communicate as a leader and earn respect
- Represent the interests of your department
- Develop receptive and open body language
- Apply the art and science of influence
- Dealing with and diffusing conflict situations
- Communicating with those who don't want to listen
- Driving performance improvements in individuals
- Clear, compelling written and verbal communication
- Effective body language and eye contact
- Engaging groups and difficult people