

Essential Skills of Communicating

"He was one of our top performers. Everyone loved working with him. So why is he failing as a manager?"

It seems like a logical step. Take your top performers and promote them into management positions. Have them transfer their individual style and success to the whole team. It can work, but it usually doesn't. Why not? Because...



Great contributors do not automatically make great leaders. Our experience has proven that the skills required to perform as an individual are fundamentally different from the skills critical to leading a team.

Essential Skills of Communicating provides the tools necessary to develop clear, concise messages. Focusing on communication as a two-way process, the program can help even experienced managers improve their messages by making them clear, well organized and aimed at the needs and interests of the listener. By developing the essential skills of communicating, managers improve relations with their team members and increase productivity.

Program Description

Essential Skills of Communicating helps managers learn the latest techniques in developing effective communication skills-improving their performance and increasing the productivity of the team and the organization. Throughout the workshop, managers will review video presentations and case studies, participant in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementations tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job.

This 4-hour workshop is designed for 6-18 participants and includes the following:

- **Create a Climate of Open Communication** The foundation of good communication is openness. The manager's role is to support an environment that encourages the free exchange of open, honest communication.
- **Design Clear, Concise Messages** Develop messages that avoid complex and pompous language. Learn to logically organize messages and aim them at the listener's interests.
- **Manage Nonverbal Behaviors Effectively** Understanding nonverbal factors, such as voice tone, intonation and gestures, is an important part of effective communication.
- **Listen to Communicate** Effective communication is a two-way process. Managers learn the importance of active listening and the role of responding appropriately by reflecting, probing, supporting, and advising.

organizational impact:

Essential Skills of Communicating will enable managers and team leaders to:

- See that communication is a two-way process.
- Construct clear, concise messages in the interest of the listener.
- Manage nonverbal behaviors to reinforce the intent of messages.
- Listen actively to improve communication.
- Create a climate of open communication, which increases team members' motivation and commitment.