

Communication Skills for Supervisors and Managers

Communication is a foundational skill for managers and leaders. Managers who can effectively communicate leverage their ability to connect and enhance their productivity and the productivity of their teams. Each of the core functions of management rely on the effective application of communication skills. In this session participants will learn the five key habits of effective communicators and then practice using them in context.

Focus:

This course is designed for managers and others who need to use a multitude of communication skills with an emphasis on interpersonal skills used in management functions.

Length: 4 Hours

Performance Objectives:

In this course, Participants will:

- Modify communication style to enhance understanding
- Apply key habits of effective communicators
- Use communication skills to build influence
- Understand the role of communication in specific management skills

Course modules include:

Elements of Effective Communication

This module reviews the basics of effective communication and focuses on the Five Key Habits of effective communicators including: focus on the listener, remove barriers to understanding, create messages that are clear, concise and compelling, balance intent and impact and match mode and message.

Using the Habits

In the second half of the session, participants build on the information by learning how to apply the concepts to four core skills.

1. Building Commitment
2. Building Trust
3. Building Agreement
4. Building Work Relationships