



Respectful Communication for Managers and Supervisors

One simple way to communicate more effectively is to treat the person you are addressing respectfully. This course explores organizational culture, defining the culture within your organization while identifying potential conflicts and possible recommendations for improvement. Participants prepare to address organizational and personnel problem areas. They learn the various conflict resolution styles, identify their style, assess the dynamic created by the variation in styles, and practice resolving conflict using workplace scenarios. This program is designed to be delivered prior to Respectful Communication for Individual Contributors.

Focus Supervisors and Managers

Length 12 Hours

Performance Objectives

- Define current organizational culture highlighting areas for growth and roadblocks
- Strengthen communication skills through an enhanced understanding of different styles of communication
- Model appropriate communication for team members and peers
- Create and maintain rapport among team members
- Manage team members by providing appropriate feedback
- Build trust through effectively managing conflict
- Express humor in an appropriate manner

Course modules include:

Organizational Culture	Participants discuss current organizational culture, identify areas for growth, and recognize potential roadblocks to change
Feedback and Improvement	This module focuses how supervisors and managers will address organizational and personnel problem areas. Topics include: how to give feedback, how to prepare a plan for improvement, and to know the difference between “like to” versus “have to” response situations.
Conflict	Participants learn the various conflict resolution styles, identify their style, assess the dynamic created by the variation in styles, and practice resolving conflict using workplace scenarios.