

Effective Communication

Many supervisors and managers take their interpersonal skills for granted as they go through their daily workplace routines. Yet communication skills form the basis of how people perceive supervisors and managers and their ideas. Business depends on how managers get through to people - by motivating, by influence and control, and by the best relationships in business are those founded on honest, direct, and the convincing communication.

Seminar Objectives:

To stimulate thought, to test knowledge and to provide tools for refining and building interpersonal communication skills. Participants will learn techniques to enhance meetings, oral presentations, listening skills, one-to-one and team interactions, and written communication.

Topics:

- Communicating to influence, to direct, and to teach: building open, trusting relationships
- Communication vs. persuasion vs. coercion
- Guidelines for effective interpersonal communication
- Recognizing cross-cultural and cross-gender communication issues
- Personal management style and its impact on employees' working styles
- Interpersonal skills that maintain high-performance teams
- Projecting an appropriate image: first impressions, knowledge, enthusiasm
- Components of effective verbal communication: impact of non-verbal communication
- Thinking and speaking with greater clarity and purpose: assertiveness for impact
- Motivating productive behaviour through ongoing, positive feedback
- Characteristics of and barriers to effective listening
- The art of questioning: strategies and techniques
- Interactive problem-solving: guiding them to take ownership
- Evaluating and reviewing performance constructively and sensitively
- Counseling skills: questioning, paraphrasing, silence
- Resolving interpersonal conflict without alienating others
- Dealing with difficult people and unreasonable expectations
- Being responsive to others without forfeiting your values
- Interviewing skills: putting applicants at ease, asking the right questions
- Introducing new employees and new tasks to the workplace
- Conducting meetings that facilitate openness, trust, cohesiveness, and achievement
- Grabbing and holding listeners' attention during presentations
- Effective written communication: sincerity, clarity, and impact
- Networking your way to success