

# IMPROVE YOUR COMMUNICATION

// MANAGEMENT

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**Duration** The course will be conducted over one day or 8 hours

**Target audience** Middle Managers and Supervisors

**Number of delegates** Minimum 10 delegates and maximum 20 delegates

## COURSE BACKGROUND

The purpose of communication is to get your message across to others clearly and unambiguously.

Doing this involves effort from both the sender of the message and the receiver and it is a process that can be fraught with error, with messages often misinterpreted by the recipient. When this isn't detected, it can cause tremendous confusion, wasted effort and missed opportunity. In a recent survey of recruiters from companies with more than 50,000 employees, communication skills were cited as the single more important decisive factor in choosing managers. The survey, conducted by the University of Pittsburgh's Katz Business School, points out that communication skills, including written and oral presentations, as well as an ability to work with others, are the main factor contributing to job success.

In spite of the increasing importance placed on communication skills, many individuals continue to struggle with this, unable to communicate their thoughts and ideas effectively – whether in verbal or written format. This inability makes it nearly impossible for them to compete effectively in the workplace, and stands in the way of career progression.

This seminar provides team members with the basic skills necessary to communicate effectively and unambiguously

## COURSE OBJECTIVES AND CONTENT

Participants will be able to:

- Plan and structure their communication
- Assess their own ability to communicate effectively
- Create a value proposition
- Apply the six steps to communication
- Communicate without creating barriers
- Use questioning techniques to seek information
- Practice Active Listening
- Give and Receive Feedback
- Think on their feet