

Using
Communication—
a two-way
process

Developing
clear, concise
messages

Essential Skills of Communicating

Purpose

Essential Skills of Communicating enables managers to develop effective communication skills, improve performance, and increase the productivity of the team by using clear, well-organized messages aimed at the needs and interests of the listener.

The relationship between managers and team members is critical to the success of an organization, and a strong relationship, built on mutual trust and respect, begins with effective communication. By developing essential skills of communicating, managers improve relations with their team members and increase productivity.

Objectives

Participants completing *Essential Skills of Communicating* will be able to

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

The Training

Offered in Classroom, Online, or Blended Formats

Classroom Time: 4 hours, Online Time: 2 hours

Supported by realistic video, PowerPoint and participant workbooks

Leader's Guide, plus pre- and post-tests and applications tools

