

## Communication Skills for Managers

### INTRODUCTION

Communication skills for managers are vital and most managers recognise that communication skills are essential in business. Managers need to be able to communicate, build relationships and work with individuals at all levels. Their behaviour and interpersonal skills can affect others both positively and negatively. As a result, this is a major element of good management.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Acknowledged** their personal behavioural style and its effect on the performance of themselves, their team and colleagues.
- **An enhanced** understanding of the dynamics at work within a team and contribute in a more productive manner as a team leader.
- **The skills** to communicate and negotiate in a more persuasive and compelling style.
- **Adopted** an appropriate style of interpersonal behaviour for the variety of interactions you complete during a working day.
- **The skills** to enhance the performance and motivation of your team and individual team members through improved managerial communication skills.
- **Developed** a range of responses to deal successfully with difficult people and conflict whilst maintaining effective working relationships.

**COURSE DURATION:** 1 Day Course

Equivalent to ILM Level 3 unit  
Value of 2 Credits



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### COURSE CONTENTS

#### Increasing Self-awareness

An examination of different behaviour styles  
Learning to view people as the key to your success  
The effect of our behaviour on the performance of others  
The psychology of human interaction  
Understanding and capitalising upon human motivation  
The importance of acknowledging and respecting the feelings and rights of others

#### Interpersonal Communication

The importance of effective interpersonal communication  
The barriers to communication - physical barriers, mental preconceptions, etc.  
Enhancing your listening and questioning technique  
Avoiding ambiguity and misunderstandings - sending the correct messages  
Non-verbal communication - positive body language  
Communicating - one-to-one, informally and at meetings  
Using your skills to negotiate with others

#### Effective Team Building

The dynamics of successful team interaction  
Forging a positive, co-operative team from a group of individuals  
Team roles and their influence on teamwork  
Building a strong team spirit  
Exploiting the strengths of team members for the good of the team  
The theories of leadership

#### Working with Others

Power relationships within the team/department  
Gaining influence - getting colleagues to want to work with you  
assuming a confident and persuasive approach to your dealings with others  
contributing to the team decision-making process  
Creative decision making - utilising other team members

#### Handling Difficult Situations

Dealing with conflict - amongst colleagues, with supervisors and clients  
Maintaining discipline  
Respecting the rights, feelings and dignity of others  
Minimising conflict - turning potentially negative situations into positive ones  
Communicating difficult/personal news

#### Personal Development Action Plans

*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice much of the theory covered.*

