

Communication Skills

Duration: 1 Day

Communication: The Challenge

- Accepting the challenges
- Causes of bad communication
- Getting the right balance

The Assumptions We Make

- Impact of your assumptions on communication

Communication Dynamics

- Keeping things simple
- Has the message been understood
- Use of humour (or not)
- Staying in Control

The Manager as Communicator

- Do you create a channel or a gulf for communication?
- Do you involve others?

Barriers to Effectiveness

- What makes communication effective?
- Understanding “the grapevine”
- Overcoming communication barriers

Managing Communication Channels

- Spoken word
- Written word
- Visual and Non-Verbal communication
- Technology

You as Communicator

- Your personal action plan to improve your communication skills