



**Cyprus College**

The School of Professional Studies

# EFFECTIVE COMMUNICATION SKILLS FOR MANAGERS & SUPERVISORS

7 CPD UNITS

Communication is vital to management. Whether working for a manufacturer, restaurant, service firm, hospital, or software developer, somewhere between 70-90% of a manager's time is spent communicating. Organizational decisions are highly dependent on the quality and quantity of information being exchanged. Poor or incomplete information can negatively impact a manager's ability to successfully make decisions.

This training course helps managerial employees and supervisors better understand the importance of communication skills in management and improve their own communication skills. The session assists participants in developing the confidence and competence they need to communicate with ease, influence others to achieve desired results, and have a lasting impact on the people around them.



## DATES & VENUE



NICOSIA

30/05

TUESDAY

9.00-17.00

COST: €150+VAT

HRDA SUBSIDY: €119

FINAL COST: €59.50



Classroom

### INSTRUCTOR: ANDRIE PENTA (BA (HONS), MSC, CIM, AICI)

Andrie studied Marketing and Business Management in London where she also acquired the Advanced Certificate from the Chartered Institute of Marketing London. She oversaw marketing and communications at EY Cyprus until 2008. At the same time, she graduated with Distinction from London and was awarded a Master's degree in Strategic Marketing. In 2008, she founded Penta Marketing Art, which provided marketing and public relations solutions for private and public companies. In 2010, she founded the Cyprus Image Institute after obtaining the title of Certified Image Maker (with attendance in London) and joined as an associate member of the Association of Image Consultants International. At 27, Andrie was the youngest nominated Ambassador for Female Entrepreneurship for Europe, serving since then as a business advisor and mentor. In 2013, Andrie was designated as the Goodwill Ambassador of the Hope in Life Foundation and a Cypriot Woman of the Year (2013) finalist. She was a Senior Manager at the Markets department of KPMG in Cyprus, and she held the role of the CEO of the Ronald McDonald House Charities of Cyprus until 2022. Andrie is a Certified trainer by the Human Resource Development Authority of Cyprus. Her areas of expertise include Communication, Marketing, Customer Experience, Personal Branding, Public Speaking, Media Training, Management Skills and Leadership.

## TOPICS TO BE COVERED

Taking a Leadership Mindset

Communication Skills for Leaders

- Adapting to different communication styles
- Active Listening
- Transparency—a culture of speaking openly
- Clarity in communicating responsibilities
- Empathy
- Giving and Receiving Feedback: The Risks and the Benefits

Communication Barriers

- Communicating effectively is easier said than done
- Common types of communication barriers
- Strategies for Improving communications with "Difficult" People

Developing Communication Skills

- The Powerful Influence of 'Body Language': Speaking without Words
- Getting Your Point Across: Know What to Say and When to Say It

How do Leaders Develop Communication Skills?

- The three components that leaders should focus on
- Finding a voice and being yourself
- Being genuine and authentic

## TARGET GROUP

This seminar is ideal for Managers, Organizational/Team Leaders, Supervisors, Rising Managers & Supervisors, Executives and anyone leading other people.

LANGUAGE OF INSTRUCTION: ENGLISH

Take the **next step UP** in your career. Sign up now!

Tel: 22713230 | Email: [SPSNicosia@cycollege.ac.cy](mailto:SPSNicosia@cycollege.ac.cy)