



## A MANAGER'S SECRET SUPERPOWER

7 CPD UNITS

# EFFECTIVE COMMUNICATION SKILLS FOR MANAGERS & SUPERVISORS

### COURSE DESCRIPTION

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.

### TARGET GROUP

The perfect audience for this seminar would be managers, organizational/team leaders, supervisors, rising managers & supervisors, executives, and anyone else in charge of managing others.

### INSTRUCTOR

Andrie Penta (BA (HONS), MSC, CIM, AICI)

### LANGUAGE OF INSTRUCTION

English

### 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 & 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?

## DATES & VENUE

NICOSIA

04/12 | MONDAY | 9.00-17.00

COST: €150+VAT\* | HRDA SUBSIDY: €119 | FINAL COST: €31

\*VAT IS NOT APPLICABLE TO RECIPIENTS OF HRDA SUBSIDY



Take the **next step UP** in your career. Sign up now! Tel: 22713230 | Email: [SPSNicosia@cycollege.ac.cy](mailto:SPSNicosia@cycollege.ac.cy)