

EFFECTIVE COMMUNICATION SKILLS FOR MANAGERS & SUPERVISORS

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

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

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 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'
- Getting Your Point Across: Know What to Say and When to Say It
- How do Leaders Develop Communication Skills?
- Finding a voice and being yourself
- Being genuine and authentic

INSTRUCTOR

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

DATES & VENUE

NICOSIA

19/04 | FRIDAY | 9.00-17.00

COST: €150+VAT* | HRDA SUBSIDY: €120 | FINAL COST: €30

*HRDA-APPROVED SEMINARS ARE EXEMPTED FROM VAT FOR ELIGIBLE ORGANISATIONS

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

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