



Workshop Overview

What often separates great leaders from the rest is their ability to communicate and influence. As a manager you need to be like a chameleon and adapt your style depending on your environment. To get the best out of your people you need to adapt your style to one that appeals to them and motivates them. This is a course that has been developed specifically with the needs to today's manager in mind.



Benefits

This workshop looks at how to communicate effectively from a position of authority - to motivate your team and achieve performance improvements through them while retaining their respect. It also looks at how you can communicate under pressure, and how you can talk to difficult people in your team.

Outcomes & Content

- ✓ Communication styles – Identify your style
- ✓ Learn the unique responsibilities of a Manager
- ✓ Review practical communication strategies
- ✓ Portray natural confidence in your messages
- ✓ Overcome barriers to effective communication
- ✓ Improve your listening skills
- ✓ Develop productive questioning techniques
- ✓ Giving feedback as a manager
- ✓ Basic NLP and body language techniques
- ✓ Dealing with and diffusing conflict situations
- ✓ Driving performance through communication
- ✓ Role-play and interactive discussion



Who should attend ?

The target audience for this workshop is first line managers and middle managers who want to improve how they get their message across to their team members and other internal stakeholders.

