

Effective Communication for Managers

Purpose

Research shows that managers spend between 50% - 80% of their time communicating. There is a tendency to take effective communication for granted but the truth is that often managers don't pay enough attention to improving communication within the organisation and improving their own communication skills. This course will provide useful tips on how to improve communication with staff, reduce conflict levels and improve morale.

How you benefit

Managers who can communicate effectively will see:

- improved performance from employees who understand what the business is trying to achieve and the effect of their contribution
- increased morale and an improvement in staff commitment leading to lower turnover of employees and reduced recruitment and training cost
- better decision making due, largely, to feedback from employees.

An organisation which fosters a climate or culture that supports effective communication will benefit from improved products, productivity and competitiveness.

What you learn

- Different types of communication styles and how people prefer to communicate
- How to present information in ways that promote understanding
- Effective listening skills
- The range of different types of questions and how and when to use them
- How to provide, receive and make use of feedback

Duration

1 day

Fee

£185 + VAT per delegate

10% discount for second delegate
from the same organisation