

Essential Skills of Communicating

Using Communication—a two-way process

Essential Skills of Communicating enables managers to develop effective communication skills, improve performance, and increase the productivity of the team by using clear, well organized messages aimed at the needs and interests of the listener.



The relationship between managers and team members is critical to the success of an organization, and a strong relationship, built on mutual trust and respect, begins with effective communication. By developing essential skills of communicating, managers improve relations with their team members and increase productivity.

Objectives

Participants completing **Essential Skills of Communicating** will be able to

- See that communication is a two-way process.
- Construct clear, concise messages in the interest of the receiver.
- Manage nonverbal behaviors to reinforce the intent of their message.
- Listen actively to improve communication.
- Create a climate of open communication which increases team members' motivation and commitment.

Offered in Classroom, Online, or Blended Formats.

Classroom Time: 4 hours

Online Time: 2 hours

Solution

Developing clear, concise messages.