

Communication Skills for Emerging Leaders

Good communication skills are essential for every employee at every level. The ability to convey ideas, give and receive feedback, resolve differences and persuade others is as important as technical competence in a job. This course shares the basic communication model, helps employees identify common barriers to effective communication, and tailor different communication styles to various personalities.

Audience: Management and HR Professionals

Prerequisites: None.

Number of Days: 1 day

1. **The communication process**
Encoding, decoding and sending
Communication model flow chart
Identifying your filters
2. **Personality types (MBTI)**
Assessment
Interpretation
Application of preferences
3. **Communicating as a leader**
The extra responsibilities
Communicating from the “middle”
Being the bearer of bad news
4. **Building rapport**
The ways humans connect
Active listening
Paraphrasing statements
5. **Who’s your audience?**
Communicating with your customers
Communicating with your manager
Communicating with your team
Communicating in meetings