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THE ESSENTIALS FOR MANAGEMENT AND SUPERVISORY COMMUNICATION

Duration: 2 days

Workshop Purpose

Research indicates that poor communication is probably the primary cause of interpersonal conflict. As individuals spend nearly 70% of their waking hours communicating in some form or manner, it seems reasonable to conclude that one of the most inhibiting forces to successful group performance is a lack of effective communication. The purpose of this module is to ensure clear and open communication, which is essential for a positive and productive work environment.

Competency Outputs

1. Apply a simple framework for interacting with people in an effective manner which highlights the importance of attentive listening, giving & receiving feedback and taking ownership from the outset of the interaction to resolution.
2. Communicate in an objective and solution-orientated manner.
3. Utilise this communication framework to promote co-operation and prevent conflict.
4. Be aware of their natural communication style and that of their team members.
5. Effectively conduct challenging business conversations in a professional and confident manner.

Methodology

- Self and team communication style analysis, implications and action plan
- Exercises and group discussions
- Role plays
- Application project to ensure transfer from workshop to workplace