



The Manager's Role as an Effective Communicator

Duration: One day

Time: 9am – 4pm

For: Managers and Supervisors

PROGRAM OBJECTIVES

At the end of this one-day workshop, you will (by applying the concepts and skills learned) be able to:

- Enhance your leadership style by adopting a catalyst approach that mobilizes others to take action.
- Enhance the efficiency and effectiveness of your communication with others.
- Meet people's personal and practical needs and build their commitment to achieving critical business results.
- Ensure that people – including you – get the feedback they need to perform to peak periods.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

CONTENT DOMAIN

Definitional issues

The manager's role as an effective communicator

Communication as the lifeline of organizations

Traditional types of Communication

The core communication skill of **Esteem**

Strategies for enhancing self esteem

The core communication skill of **Empathy**

The power of reflective listening

The core communication skill of **Sharing**

The three components of sharing

The core communication skill of **Involvement**

Guidelines for getting people involved in their own success

The core communication skill of **Support**

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