

Communicate to Engage

A one-day interactive program for managers who need to build their team's productivity and morale through engaging them in consistent and effective communication. The skills can also be applied with upper management and inter-departmentally.

"The difficulty about communication is the illusion that it has been accomplished."

— George Bernard Shaw

Course Overview

Managers need open lines of communication with their team, especially crucial in times of organizational change and virtual teams. In this dynamic 1-day program, managers learn through exercises and group discussions how to consistently dialogue with their team to build trust, confidence and employee engagement in order to drive business results. Managers learn to communicate better with their employees through these five skills: Telling, Selling, Asking, Responding and Recognizing. This program is a good fit for Change Management initiatives.



Participants Comments

"Course made me aware of new ways to interact with my employees and upper management." (Radio Frequency Systems)

"Loved the role plays. Loved the pace. Kept me interested!" (Alcatel-Lucent)

"Great class, very helpful and great tools to improve performance!" (Amway Global)

Learning Objectives

- Demonstrate appropriate non-verbal behavior, congruent with key messages
- Increase consistent messaging across the team by using a message template
- Understand the affect of change on employees and how they adapt
- Deliver key messages in a concise and persuasive way to gain buy-in
- Develop and deliver a 30-second 'value statement' about your role
- Proactively solicit feedback to gain trust and increase performance
- Involve and engage employees in decision making through use of questions
- Demonstrate listening skills for understanding, acknowledgement and to diffuse emotions in others
- Empower employees to solve their own problems through listening and questioning skills
- Reframe potential negative concerns or news to a more positive outlook
- Apply low and no cost recognition strategies on a consistent basis to build morale and employee engagement