



Title

COMMUNICATING WITH INFLUENCE

Communication & Presentation Skills for Managers/Supervisors

Description & Objective

Effective communication is a critical element of successful supervision and leadership. From one-to-one discussions to group presentations, "Communicating with influence" shows busy managers how to get positive results using proven communication techniques.

At this program's conclusion, participants should be able to identify their behavioral style and its challenges, describe a model of listening, set SMARTER goals, use tactics for dealing with difficult people, organize information in a clear and concise manner, create an attention grabbing introduction, understand the importance of variation in vocal tones and body language, etc.

Content/Outline

- Communicating to Influence and inspire: A Starting Point
- Understanding Different Communication Style
- Listening: The First Step to Speaking Effectively
- How to overcome the fear of public speaking
- Difficult Personalities & Difficult Situations: Handling Queries
- It's Not what you say.....: Rephrasing for better relationships
- Be SMARTER: Goal Setting for Peak Performance
- Delivering Performance Feedback
- Flipcharts, power point and slides: Effective Visual Aids
- Tools of the Trade: Voicemail, Emails, Memos, and more
- Running Effective Meetings

