

# Effective Communication for Managing People



Delivered by:



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# Impactful Communication: Building confidence in your message when managing people

Persuasiveness is an essential skill that the modern professional can ill-afford to do without. Communicating effectively is one of the most powerful skills for achieving your objectives. As organizations strive to become less hierarchical, communication has become the defining characteristic of true business leaders.

The course will demonstrate powerful techniques to enhance your management capabilities by communicating a logical and credible message, reinforced by your words and body language.

## Who should attend?

- Those wishing to improve their communication skills when managing people
- Individual contributors, Managers, Front Line Managers, Team Leaders
- Change Managers

## How will you learn?

- Teaching by an expert trainer using a variety of quality learning materials
- Group and individual learning activities
- Group discussion
- Role play of real-life work scenarios

# The Programme

- How to get real understanding with others
- Creating an open environment for communication with direct Reports
- Getting your message across
- The 7 Cs of clear communication – clear, concise, concrete, correct, coherent, competent, courteous
- Barriers to effective communication – learning to break down those barriers
- Strategies to influence the behaviour of others in your people management role
- Developing collaborative working relationships
- Making a persuasive case for something you want
- Gaining acceptance of your view, while coping with objections
- Listening Skills
- Understanding assertiveness and how it differs from aggression and submission
- Addressing work situations in an assertive manner
- How self-esteem affects behavior and how to build confidence
- How to say what you mean and achieve win-win situations

**This training is delivered on behalf of BioPharmaChem Skillnet by Irish Business Training Ltd. For further information please contact [training@bpccskillnet.ie](mailto:training@bpccskillnet.ie) or phone 087 997 0848**

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