

Effective Communication

Delegates will have an understanding of the need to communicate effectively to their teams on a regular basis. They will be given the opportunity of creating and delivering a communication.

SESSION 1 INTRODUCTION AND OBJECTIVES

SESSION 2 BARRIERS TO EFFECTIVE COMMUNICATION

Not all communications achieve their objective. In this session we examine some of the difficulties, which have to be overcome.

SESSION 3 METHODS OF COMMUNICATION

Why communicate? Would it not be easier to display a notice? Delegates will examine in some detail the advantages of communicating on a 'Face to Face' basis. Analysing words, tone and body language. In addition we will look at what information employees need to know and the benefits of communicating regularly.

SESSION 4 THE ROLE OF THE LEADER

It is the Team Leaders responsibility to communicate effectively as part of achieving the teams' goals and objectives. Delegates will be given an understanding of the benefits to be gained by the leader communicating and effectively disarming the grapevine.

SESSION 5 PREPARING AND DELIVERING A COMMUNICATION

Delegates will be given the opportunity to practice preparing and delivering a communication. This session will focus on content, highlighting important issues as well as anticipating and dealing with questions and objections.