

# Communication Skills for Managers

**The aims of this course** are to help managers become more aware of the way they communicate face to face with the staff they manage, and to give them a framework for developing their communication skills over time.

The ability to communicate effectively is probably the number one skill needed by managers – and yet relatively little attention is paid to developing it compared with, say, many technical skills. Some people feel that, because communication involves an innate set of skills that we are all born with, there is no need to learn about it. But the fact is that a relatively small investment in learning about communication can make a huge difference to our effectiveness.

This course will help managers explore

- How much of their own jobs depend on effective communication
- The key building blocks of effective inter-personal communication
- The spectrum of communications styles – and what they are most comfortable with
- How to recognise others' preferred styles of communication
- How to defend yourself and others from assumptions and instant judgements
- What they can do to become increasingly flexible and skilful as communicators over time.