

# Essential Skills of Communicating

*“He was one of our top performers. Everyone loved working with him. So why is he failing as a manager?”*

It seems like a logical step. Take your top performers and promote them into management positions. Have them transfer their individual style and success to the whole team. It can work, but it usually doesn't. Why not? Because...

**Great contributors do not automatically make great leaders.**

Our experience has proven that the skills required to perform as an individual are fundamentally different from the skills critical to leading a team.

## Impact

**Managers and team leaders will be able to:**

**See** that communication is a two-way process.

**Construct** clear, concise messages in the interest of the listener.

**Manage** nonverbal behaviors to reinforce the intent of messages.

**Listen** actively to improve communication.

**Create** a climate of open communication, which increases team members' motivation and commitment.

For over 20 years, Vital Learning's Supervision Series has helped thousands of organizations equip managers with the tools they need to succeed. We know that managers who don't have the skills required to lead will have a negative impact well beyond their work teams. In fact, their failure can limit the success of an entire organization.

The management skill level of first-line managers affects team member retention, overall productivity, even profitability. It's the relationship between team leader and team member that's critical to the success of an organization. And a strong relationship, built on mutual trust and respect, begins with effective communication.

**Essential Skills of Communicating (ESC)** provides the tools necessary to develop clear, concise messages. Focusing on communication as a two-way process, the program can help even experienced managers improve their messages by making them clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communicating, managers improve relations with their team members and increase productivity.

## Program Description

**Essential Skills of Communicating** helps managers learn the latest techniques in developing effective communication skills - improving their performance and increasing the productivity of the team and the organization. Throughout the workshop, managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementation tools, troubleshooting guides, and additional resources to help them apply the skills they have learned on the job. The 4-5 hour workshop is designed for 6-18 participants and includes the following:

### **Create a Climate of Open Communication**

The foundation of good communication is openness. The manager's role is to support an environment that encourages the free exchange of open, honest communication.

### ***Design Clear, Concise Messages***

Develop messages that avoid complex and pompous language. Learn to logically organize messages and aim them at the listener's interests.

### ***Manage Nonverbal Behaviors Effectively***

Understanding nonverbal factors, such as voice tone, intonation and gestures, is an important part of effective communication.

### ***Listen to Communicate***

Effective communication is a two-way process. Managers learn the importance of active listening and the role of responding appropriately by reflecting, probing, supporting, and advising.

## **Course Materials**

### ***Facilitator Guide***

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

### ***Participant Workbook***

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

### ***Video***

- Introduction followed by a scenario displaying positive use of the skills discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.

## **About Vital Learning**

Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders, and front-line managers for over 20 years. We offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let Vital Learning help you take the first step toward creating successful managers and more productive and profitable teams.

**Essential Skills of Communicating\*** participants have also benefited from these other Vital Learning programs:

- *Essential Skills of Leadership\**
- *Resolving Conflicts\**
- *Delegating\**

\* Available in Classroom, Web-based, and Blended Solutions.