

Word Magic: Communication Strategies For Leaders

Description

It's been said that one can never get too good at the art of communication. Many studies have shown that topnotch **communication ability is on the short list of must have executive skills**. In a classic book on management, Chester Bernard emphasized its importance by saying, "The first function of an executive is to develop and maintain a system of communication."

Yet, we continue to see a number of problems in this area. For example, a leading cause of things not getting done right is misunderstanding between boss and subordinates. Direct reports frequently complain that, "My boss doesn't listen to me." And both employees and executives are frustrated about the flow of timely information and "not being in the loop."

This workshop aims to **fine-tune communication skills**—something one can never take for granted.

Goals & Objectives

- Reduce receiver misunderstanding and confusion.
- Learn to process information full-duplex.
- Discover the nonverbal signals of understanding and confusion.

- Know why poor management of attention limits our ability to understand.
- Determine how the processing limits associated with attention can be relaxed.

- How the problems with upward and downward communication and what can be done to improve it.
- Evaluate a number of techniques to improve lateral, upward and downward channels of communication.
- Examine for change the problems associated with the over use of e-mails.

Detailed Topic Outline

- ➔ Interpersonal Communication
 - Reading Nonverbals
 - Reducing Misunderstanding

- ➔ Effective Listening
 - Taking Control of Attention
 - Four types of Listening

- ➔ Better Organizational Info Flows
 - Upward
 - Downward
 - Lateral
 - Electronic (E-mail)