

1 DAY

COMMUNICATION SKILLS FOR MANAGERS



Management & Leadership Course

LEARNING OUTCOMES

- Recognise what drives and motivates different people to take action.
- Understand your own motivators and how they may differ from those around you.
- Learn strategies to engage and build rapport, even in challenging relationships.
- Enhance your personal influence through clear and impactful communication.
- Develop active listening skills to improve understanding and connection.
- Identify your preferred thinking and communication style and how it affects interactions.
- Use language more flexibly to adapt your message and positively influence others.

COURSE OVERVIEW

This engaging one-day course helps managers strengthen their communication skills and build stronger workplace relationships. Through interactive discussions, video examples, and practical exercises, you'll explore active listening, behavioural styles, and how to adapt your communication for greater impact.

By the end of the session, you'll have practical tools to communicate with clarity, confidence, and influence—enhancing collaboration, motivation, and team performance.

PRE WORK: DISC - Communications style questionnaire.

TOPICS COVERED IN THIS COURSE

Introduction and Objectives

Begin with introductions and course goals, identifying personal communication strengths and development areas to enhance managerial effectiveness.

Fundamentals of Effective Communication

Understand the principles of clear, purposeful communication and how it builds trust, collaboration, and strong professional relationships.

Verbal and Nonverbal Communication

Explore how tone, language, and body cues influence messages, and learn to adapt your style for in-person, virtual, and hybrid environments.

Active Listening

Develop practical listening techniques to improve understanding, strengthen relationships, and minimise miscommunication.

Engaging and Motivating Others

Discover effective ways to engage your team, inspire motivation, and communicate in a way that fosters ownership and accountability.

Managing Difficult Conversations

Gain confidence in handling sensitive topics and resolving conflict constructively, turning challenges into opportunities for growth.

Understanding Motivation and Behaviour

Learn key motivational theories and behavioural insights to communicate effectively with different personality types and drivers.

Influence and Digital Communication

Build your ability to influence authentically and communicate clearly across digital platforms to maintain impact in hybrid and remote teams.