

Best Practices in Communication and Relational Skills



INTRODUCTION

Leaders today are expected to have a wide range of skills – technical, operational and relational. This programme focuses on developing the communication competencies that allow them to lead and motivate others. It helps leaders become great communicators who know how to win respect, understanding and commitment.

Leading people – the relational side of management – is as important as task-based skills. Communication is the critical competency that underpins relationships, both for keeping team members up-to-date and for winning the support of key stakeholders.

During this programme participants will develop the following competencies:

- Listening to and understanding others
- Building relationships with and between others based on trust and respect
- Conveying team/business unit strategy by setting goals, planning and prioritizing
- Explaining the bigger picture and where their team/project fits within the overall aims of the business unit and organization
- Creating a collaborative environment where team members support and encourage each other

WHO SHOULD ATTEND?

- People who supervise others and wish to improve their relational skills
- People who lead teams and wish to do so more effectively
- People who have been identified as having potential for leadership roles
- Executives who want to develop their capabilities in motivating and inspiring people

PROGRAMME OBJECTIVES

This programme aims to enable participants to build high achieving teams where people feel valued by:

- Showing they are listening to and respecting others
- Clarifying objectives and expectations and providing support as individuals seek to attain them
- Developing a collaborative team culture where people work together to achieve goals and overcome challenges

TRAINING METHODOLOGY

This interactive programme has lots of opportunities for participants to put into practice the skills they develop and enhance during the programme. We make the most of role-playing, questionnaires, syndicate work, case studies and video examples.

We will spend lots of time working one-on-one and in small groups to resolve the challenges participants face. They will leave with new ideas and skills they can implement immediately they step back into their teams.

PROGRAMME SUMMARY

Research among global leaders identified the top ten communications skills for effective team management – active listening, giving feedback, relationships of trust, respect for others, collaboration, conveying vision, setting priorities, motivating, facilitating and negotiating. This programme provides practical techniques so you can master these skills to build high achieving teams where people feel valued. You will leave confident you can inspire and motivate team members to give of their best.