

## **Communicating with Influence - Communication Skills for Managers and Supervisors**

### **Program Overview**

Effective communication is a critical element of successful supervision and leadership. From one-on-one discussions to group presentations, "Communicating with Influence" shows busy managers how to get positive results using proven communication techniques.

### **Program Objectives**

At this program's conclusion, participants should be able to:

- Demonstrate the use of open and closed questions.
- Identify your behavioral style and its unique challenges.
- Describe a model of feedback, communication, and listening.
- Set SMART goals.
- List tactics for dealing with difficult people.
- Organize information in a clear and concise manner.
- Create an attention grabbing introduction.
- Implement techniques for varying your vocal tones and body language.
- Develop strategies for handling hecklers, bullies, and other participants.

The following outline highlights some of the course's key learning points. As part of your training program, we will modify content as needed to meet your business objectives. Upon request, we will provide you with a copy of the participant materials prior to the session(s).

### **Course Outline**

#### **Communicating to Influence and Inspire: A Starting Point**

This training session begins with a discussion of what diplomacy and tact are and why they are important skills to practice and develop. In this foundation lesson, participants will evaluate the communication styles of several well-known people and list the strengths and weaknesses of each.

#### **Building Personal Credibility: Understanding Different Communication Style**

Module two shifts the focus inward to each participant's personal communication style. Using the Business Training Works' signature diagnostic tool, The Communication Jungle, participants will learn to identify their own behavioral styles, the styles of their coworkers and clients, and how to adjust for better communication.

### **Do You Know What I Mean?: A Model for Better Listening**

This discussion explores a method for better listening. Participants will learn how to focus on the speaker, empathize with what is being said, analyze the message, and respond. They will engage in several rounds of practice listening during which they will pinpoint their biggest challenges for additional focus.

### **Difficult Personalities and Difficult Situations: Dealing with Challenges**

In segment, participants develop solutions for effectively managing difficult personalities and difficult situations. From "negaholics" to backstabbers, and whiners to minimal contributors, participants discuss better ways in which to communicate and manage those whose actions make the process harder.

### **It's Not What You Say...: Rephrasing for Better Relationships**

The lesson "it's not what you say but how you say it" is one that takes some people years to learn. In this component, participants will learn how to use language so that it will be better received in conversations and in writing. The trainer places special emphasis on learning to say "no" in ways that reduce conflict and eliminating phrases such as "that's not my job" and "I don't know."

### **Be SMART: Goal Setting for Peak Performance**

Delegating and setting realistic and manageable goals are critical skills for managers and supervisors to possess. This section explores the components of SMART goals and allows participants to practice delegating and communicating goals and expectations to the people they supervise. Special emphasis is placed on developing employees and grooming them for additional opportunities.

### **So, How Am I Doing?: Delivering Performance Feedback**

Performance feedback should not only happen during an annual review. It should be part of the normal working relationship between managers and those they supervise. This part of the training explores the steps of giving both positive and negative feedback. Using case studies and real-life examples, participants will have the opportunity to practice giving feedback to subordinates.

### **How Long Is This Going to Last?: Running Effective Meetings**

Nobody likes to sit through a meeting that goes nowhere. A well-run meeting is the sign of a good manager. This unit reviews the importance of agendas, the mechanics of a good meeting, and pitfalls to avoid.

### **Stop Shaking in Your Shoes: How to Overcome the Fear of Public Speaking**

Fear is a reason many people do not enjoy public speaking. This segment looks at the reasons for fear and techniques to overcome it. Participants will be given a checklist for projecting the best possible image. Say goodbye to "um," "ah," and "you know."

### **Know-It-Alls, Talkers, and Bullies: Managing Hecklers**

It is sometimes said that "there is one in every group." A difficult person makes the job of a presenter a challenge at best. Learning how to manage those audience members who "don't want to be there" is an essential skill of top speakers. This module explores handling difficult people and challenging situations.

### **Flipcharts, Power Point, and Slides: Effective Visual Aids**

Choosing and using visual aids are integral parts of many presentations. This program concludes with a review of available options and the benefits and drawbacks of each.

By the end of this program, participants will understand how to capitalize on their communication strengths, adjust to accommodate their weaknesses, give constructive feedback, better handle difficult people, run a business meeting, and know the fundamentals of public speaking.

Download Pricing Sheet, Trainer Bios, and Previous Client List at [www.businessstrainingworks.com](http://www.businessstrainingworks.com)  
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