

Effective Communication Skills for Leaders



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Great leaders are great communicators.

Anyone in a leadership position must understand how to craft an inspiring vision that people want to make real. Leaders, managers and supervisors must explain and persuade, resolve conflicts and maintain a positive workplace culture.

For some leaders, this all comes easily. For others, not so much. Unfortunately, many people step into leadership positions without the training and support they need to develop their communication skills.

The consequences of managers with poor communication styles – in terms of lost productivity, confusion and workplace stress – are all too common.

The good news is that communication skills can be taught and learned.

This workshop is suitable for those new to leadership, managerial and supervisory positions and those who would like to brush-up on their communication skills.

The workshop is suitable for those who have to:

- Manage teams of any size
- Present at C-Suite level
- Supervise or coach line reports
- Persuade and influence colleagues and employees
- Deal with issues of conflict
- Share information of any kind

All delegates receive slides, workbooks and other supporting material.

The course runs from 9.30 am to approximately 4.30 pm.

Duration: 1-2 days.

Course Content

The challenges of leadership communication

Leadership communication – the good, the bad and the ugly

The impact of poor communication

Applying the science of communication

How communication affects leadership

Exploring communication strengths and weaknesses

Creating a leadership or management vision statement

Creating a positive workplace culture

Inspiring employees to act

Understanding employee motivation

How to communicate a shared vision

Corporate storytelling techniques

Pitching ideas that aren't debatable

Organising your pitch

Use of confident verbal and non-verbal language

Structuring bad news

“A highly professional company run by knowledgeable, friendly people”



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Our bespoke onsite courses run from 9:30am to 4:30pm with an hour for lunch. The trainer will arrive in time to check and help with your set up. If you need to amend these timings just let us know in advance and we will work around what suits you.

Responding to conflict

Seek first to understand
Encourage self-fix
Offering reasonable, non-negotiable solutions
Standing by decisions made

How communication affects workplace culture

Employee behaviour and productivity
The leadership qualities employees respond to the most
The four communication strategies that enhance your ability to lead

Develop your personal leadership vision statement

Identify your communication strengths and weaknesses
Apply best practice strategies for supporting organisational goals, motivating and persuading employees to adopt ambitious goals and better respond to conflict and complaints

Actions Plans and further development

Questions, Summary and Close