

## Fundamentals of Communication

**Duration: 1 Day    Course Code: 8620**

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### Overview:

The activities leaders do all day involve communication. Good communication is a vital element of success, and yet, in most organizations it is identified as the skill requiring the most improvement. What is said and how it is said is only the beginning of effective communication. When done well, leader communication can positively impact the working environment, engage team members, and build trust. Or it can do the opposite.

This course helps ensure leaders know and understand this most important of leadership competencies. Through good communication, leaders bring clarity to team vision and values, work collaboratively with peers, delegate deliberately, provide constructive feedback, and coach for performance.

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### Target Audience:

Leaders at all levels: vice presidents, directors, managers, supervisors, team leaders and project managers

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### Objectives:

- What You'll Learn:
  - Build stronger connections to individuals and teams in the workplace
  - Ensure that the message you want to convey is the message that is heard
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### Prerequisites:

There are no prerequisites for this course.

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### Follow-on-Courses:

- Motivate for Full Engagement
  - Delegate for Results
  - Fundamentals for Feedback
  - Performance Coaching
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## Content:

### Benefits for the Individual

Enhanced ability to communicate in the workplace by:

- Applying effective questioning techniques using open, closed, clarifying, and confirming question types
- Identifying and applying important listening habits
- Leveraging your Personal Needs to ensure you are getting what you need out of any communication
- Identifying others' Personal Needs to ensure the communication appeals to what's important to them
- Identifying and addressing the facts, episodes, and feelings that surround a topic you need to communicate
- Practicing with common communication blunders

### Benefits for the Organization

- Increased likelihood of achieving organization's strategic goals
- Enhanced employee engagement
- Improved culture of transparency

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## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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