



EFFECTIVE COMMUNICATION

PROGRAM OVERVIEW

PERSONA



Mobilizer

COMPETENCY



Articulating
Vision

SKILL



Communicating
Powerfully and
Prolifically

This 1 - 2 day program equips leaders with practical strategies to express ideas clearly, listen actively, provide feedback constructively, and manage conversations with confidence. The program emphasizes real-world scenarios, providing tools to help leaders navigate day-to-day challenges in team communication.

PROGRAM OBJECTIVE

By the end of this program, participants will:

- Develop clear and confident communication skills for everyday leadership situations.
- Strengthen active listening abilities to build trust and mutual understanding.
- Gain strategies for giving constructive feedback and resolving minor conflicts.
- Adapt communication styles to different team members and contexts.
- Enhance confidence in managing challenging conversations with professionalism.



PROGRAM OUTLINE

MODULE 1:

BASICS OF EFFECTIVE COMMUNICATION

- Understanding why communication is key to leadership.
- Identifying common barriers to communication and overcoming them.
- The importance of clarity, tone, and consistency in daily interactions.

MODULE 2:

ACTIVE LISTENING FOR BUILDING TRUST

- Techniques to listen attentively and understand team concerns.
- How to ask clarifying questions to promote mutual understanding.
- Using active listening to create a culture of respect and collaboration.

MODULE 3:

GIVING AND RECEIVING FEEDBACK

- Structuring constructive feedback to encourage improvement.
- Handling feedback from peers and supervisors with openness.
- Building a feedback loop to enhance team performance.

MODULE 4:

ADAPTING COMMUNICATION STYLES

- Understanding different communication preferences and adjusting your approach.
- Strategies to connect with diverse team members and stakeholders.
- Recognizing and responding to non-verbal cues effectively.

MODULE 5:

HANDLING DIFFICULT CONVERSATIONS

- Preparing for conversations about performance or conflict resolution.
- Staying professional and composed under pressure.
- Turning difficult conversations into opportunities for growth.

MODULE 6:

ENCOURAGING OPEN TEAM COMMUNICATION

- Building a team environment where everyone feels heard.
- Creating simple practices to encourage team feedback and dialogue.
- Fostering a positive and inclusive communication culture.

MODULE 7:

COMMUNICATING GOALS AND EXPECTATIONS

- Clearly articulating team goals and individual roles.
- Ensuring alignment between daily tasks and organizational objectives.
- Encouraging team accountability through consistent communication.

