

EFFECTIVE COMMUNICATION FOR LEADERS

ONE DAY WORKSHOP

INTRODUCTION

One of the critical needs of high performing leaders is the ability to communicate clearly and effectively to influence all levels within the organisation. Leaders must be able to articulate and present their message in a confident and effective manner to build trust and ensure alignment within the organization. Effective is a skill that needs to be developed by improving verbal and non-verbal communication styles as well as by enhancing interpersonal skills.

OBJECTIVES

This highly pragmatic workshop teaches participants skills and methods needed to become effective communicators and leaders with increased confidence. It also provides the methods of content-creation which is needed for effective communication and presentation.

Learning outcomes include:

- Ability to communicate effectively with superiors, peers and subordinates
- Ability to create content for presentation
- Ability to manage emotions and responses to the advantage of all in the organization
- Ability to communicate in an assertive and yet professional manner
- Increased self-confidence
- Improved active listening and empathy
- Ability to overcome communication barriers
- Understanding of different communication styles and non-verbal communication

TRAINING STYLE

We emphasise pragmatism and experiential exposure of trainees to communication skills and methodologies.

Training is conducted using slide presentations, videos, activities, role-playing, discussions and practical workshops

WORKSHOP OUTLINE (9:00 am – 5:00 pm)

Ice Breaker

- TEAM ACTIVITY

Introduction

- Qualities of a Great Leaders
- Communication and Leadership
- The Shannon Weaver Model of Communication. Understanding concepts of:
 - sender,
 - encoder,
 - channel,
 - noise,
 - decoder,
 - and receiver

- Barriers to communication
- Active Listening and two-way communication
- Styles of Communication: Auditory, Visual, Kinaesthetic
- Self-Assessment: Assessing personal communicational styles

Emotional Intelligence and Effective Communication

- Emotional Quotient (EQ) and how it affects communication
- “Political” Intelligence Model and Communication: The Wise, The Cunning, The Stubborn and the Innocent
- Achieving Empathy in communication for building trust, relationship, and productivity
 - Open ended Questioning

Communication for Projects

- The RACI model: Responsibility, Accountability, Consultation & Information
- Workshop on using the RACI method
- Stakeholder communication

Types of Communication and Contents

- Verbal and Non-Verbal communication
- Reports, Presentations, Meetings, Videos, Online
- Types of content: Technical, Reports, Persuasive, Information, Instructional
- Workshop on Content Creation using Templates

Presentation Techniques: What to Say and How to say it

- Methods of effective presentation by content type
- Persuasive Techniques: Ethos, Pathos, Logos
- The Mehrabian Model: Verbal, Body Language, Tone,
- Gestures and movement

Practical Presentation Activity

- Presentation activity with assessment