

## Communicating Effectively

Relate to diverse social styles and personalities at work



“ The facilitators were very knowledgeable in the subject matter and put everyone at ease. The course merged theory and real-life well. I did not see the time go by!

”

Carmela Ciccia - Standard Life

### OVERVIEW

The most successful leaders are experts at communication. In this highly popular seminar, you will learn key competencies needed to be an effective communicator in your organization. From managing difficult conversations, building trust and gaining buy-in to communicating in a way that colleagues listen, you will take away new perspectives and tools to develop a more productive workplace. The action-based format gives you numerous opportunities to practice and to refine communication skills.

This program has been cited as a requirement for managers in several leading companies and not-for-profit groups.

### KEY BENEFITS & TAKEAWAYS

- Effectively communicate with supervisors, peers and/or employees to get things done
- Build high quality working relationships
- Successfully manage difficult conversations
- Develop personal influence and impact
- Manage your image, credibility and the impression you leave on others
- Control your nonverbal communication
- Set a common approach for a civilized workplace
- Listen attentively and give constructive feedback
- Understand office team diversity and why people react the way they do

## WHO SHOULD ATTEND?

This program designed is for professionals and managers at any level, including executives, project managers, supervisors, and team leaders. It is particularly useful for anyone moving into a new position and indispensable for human resource professionals.

## PROGRAM IN DETAIL

The seminar's comprehensive exercises will help you master techniques that will enhance your business communication skills. By means of self-scoring behavioural assessments, you will gain insight into your personal communication style and learn how to adapt it to deal effectively with others.

Key Themes covered over the duration of the program include:

### DAY ONE

#### Influencing Up, Down, and Across Organizations

- Changing the behaviour, thoughts, and/or feelings of other people
- Six proven principles that work, even when you do not have formal power
- Upward influence: managing your boss

#### Knowing Your Own Style (Self-Assessment Tools)

- Discovering your personal goals
- Identifying your self-monitoring tendencies

#### Your Public Image

- Communicating a public image so that other people see you as you would like to be seen
- Managing impressions and bridging perceptions

#### Your Public Image (Cont'd)

- Developing impression management skills
- Creating your own personal brand
- Five proven tactics to make you look good
- Proven tactics to avoid looking bad

### DAY TWO

#### Understanding Effective Business Communications

- Defining effective interpersonal relationships
- Word choice: communicating in a way that colleagues listen
- Non-verbal expression: channels for sending messages without words
- Overcoming barriers to effective communication

#### Working Through Difficult Conversations

- Three simultaneous conversations that are embedded in a difficult conversation
- Strategies for managing difficult conversations
- Dealing effectively with various employee reactions

#### Listening Techniques for Collaboration

- How well do you really listen? (Self-assessment tool)
- The three components of listening
- Strategies for effective listening



Faculty and Learning Approach

*As an integral part of McGill's Desautels Faculty of Management, the Institute's faculty team is comprised of McGill University professors and lecturers as well as highly-rated academic and business experts from around the world.*

*Please visit our website to review the complete faculty team assigned to this program.*