

Unleash
your potential

Communicating Effectively – Online

Relate to diverse social styles and personalities at work



McGill

Executive
Institute

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Program Overview

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

Several leading companies and not-for-profit groups have required this program for their managers.

Key Benefits

- Learn to effectively communicate with supervisors, peers, and/or employees
- Build high-quality relationships
- Manage difficult conversations successfully
- Develop personal influence and impact
- Manage your image, credibility, and the impression you leave on others
- Control your non-verbal communication
- Establish a common approach for a civilized workplace
- Listen attentively and give constructive feedback
- Explore office team diversity and why people react as they do

Who should attend?

This program is designed for professionals and managers at any level including executives, project managers, supervisors, and team leaders. It is a coveted program for human resource professionals and useful for individuals entering a new role.

What is included?

The registration fee includes facilitation by our highly rated faculty members, a comprehensive digital workbook, results-oriented exercises, and a **certificate of completion** from the McGill Executive Institute.



Key Themes

Knowing Your Own Style (Self-Assessment Tools)

- Discover your personal goals
- Identify self-monitoring tendencies

Your Public Image

- Communicate a public image so that other people see you as you would like to be seen
- Manage impressions and bridge perceptions
- Develop impression-management skills
- Create your own personal brand
- Five proven tactics to make you look good
- Proven tactics to avoid looking bad

Understanding Effective Business Communications

- Define effective interpersonal relationships
- Word choice - communication that makes colleagues listen
- Non-verbal expression - channels that send messages without words
- Overcome barriers to effective communication

Listening Techniques for Collaboration

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

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

Faculty and Learning Approach

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

Please visit our [website](#) for a full list of the faculty team assigned to this program.