

MANAGEMENT COMMUNICATION SKILLS



Course Objectives

- To build up an understanding of communication and its potential pitfalls
- To create an appreciation of the importance of attitudes and perception in communicating with people
- To be able to identify the channels of communication within the organisation
- To be aware of the managers responsibility towards achieving an effective communication system
- To be able to design communication to achieve desired results
- To build up an appreciation of the importance of effective listening

Location:

NLT Training or employers premises if suitable

Duration:

Duration
1 Day

Designed For

All managers and supervisors who need to ensure that their communication methods are effective and who need to understand where any why communication can sometimes go wrong

Course Content

- Verbal/Non-verbal communication
- Factors affecting communication
- Effective listening skills
- Planning communications
- Rules to written communication
- Barriers to effective communication
- Conduction effective team briefings
- Face to face communication
- Communication pitfalls
- Constructive questioning
- Communication media
- Effective speaking skills

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