

Effective Communication for Managers: Deliver Clear Messages Across

Are you having challenges to deliver clear messages to others?

How do you know how to apply technology in enhancing and improving communication in the technology era?

Introduction

Individual and team success depends upon the ability of individuals to communicate with others, face to face, as well as virtually. Every interaction with another person determines how you are perceived, and every interaction is an opportunity to develop trust and exert a positive influence. Whether presenting one to one or an audience of one thousand, conveying information to a project team or delivering a difficult message, communicating effectively is one of the most powerful skills for achieving your objectives.

Program Objectives

This program aims to:

- Describe the basic principles of human communication and communication process.
- Understand and conduct an effective interview, small group discussion and teamwork.

Learning Outcomes

After completing this program, participants should be able to:

- Enhance communication skills of managers
- Perform and communicate effectively with other members of the organisation

Who should attend?

Middle management, senior management who needs to communicate with their subordinates

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

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Time	Day One
9.00am– 10.30am	<p>Foundation Tools in Communication for Managers</p> <p>In this module, the participants would learn how to set clear communication objectives, establish a clear understanding of roles, clarify the requirements and process that is most effective to achieve communication outcomes, identify and utilise common ground for successful interactions and conduct team exercise.</p>
10.30am-11.00am	Morning Break
11.00am-1.00pm	<p>In the Communication Process</p> <p>Stages of communication, prepare the message, match the message, deliver the message and barriers to communication are the topics to be discussed in this module. The participants would conduct communication exercise and case studies in this module.</p>
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	<p>Communication Skills</p> <p>In this module, the participants would master communication skills such as choice and control, emotional intelligence, four key components, developing trust and gaining rapport.</p>
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	<p>Advanced Communication Skills</p> <p>After obtaining the fundamental of communication skills, the participants would learn how to apply outcome thinking, listening for understanding, expressing without provoking, questioning for specifics and summarising as the communication skills.</p>
Time	Day Two
9.00am– 10.30am	<p>Upskilling as Communication Assets</p> <p>In this module, the participants would expand the skill set of communication, the influencing framework and follow the guidelines in effective communication.</p>
10.30am-11.00am	Morning Break
11.00am-1.00pm	Influencing as Key of Effective Communicator

	The participants would learn how to master personal needs and motivations. Then, the participants would construct influencing strategy that suits their personality.
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	Challenging Situations Understanding and Managing Conflict Communicating Non-Defensively, Communicating Exercise-Real Plays and Facilitating Team Communications are the areas that would be covered in this module. The participants would apply technology on how to handle and manage conflicts among people.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Communication in Team Management In this module, participants would learn how to deal with Dreaded Behaviours. The participants would also conduct the team Exercise on how to handle and manage difficult situations in a team. Application of technology is shared how to increase team communication.