

MASTERING MANAGERIAL COMMUNICATION

US 252027 / NQF Level 5 / Non-Credit Bearing

In today's fast-paced and interconnected world, effective communication is no longer just a desirable trait for managers; it is a fundamental requirement. It impacts every aspect of a manager's role, from team dynamics and employee engagement to the organisation's overall success and reputation. Managers who prioritise and develop their communication skills are better equipped to lead their teams successfully and navigate the challenges of modern workplaces.

In this dynamic program, managers will explore the art and science of effective communication with external contacts, peers, and teams. By the end of the training, participants will be equipped with the expertise to navigate complex interactions, handle difficult conversations, and inspire collaborative efforts, enabling them to lead with conviction and achieve remarkable results in today's fast-paced business landscape.

WHO SHOULD ATTEND

- ❖ Business owners
- ❖ Managers
- ❖ Supervisors and Team Leaders

HOW YOU WILL BENEFIT

- ❖ Handle interactions with emotional maturity and control
- ❖ Hold your team accountable in a manner that overcomes resistance and does not break trust
- ❖ Build collaborative teams through an effective communication process
- ❖ Influence others positively by promoting accountability and value-based behaviours
- ❖ Deal with tough interpersonal discussions for a positive outcome
- ❖ Reduce and manage constructive conflict with emotional control

WHAT WILL BE COVERED

- ❖ Emotional management for great collaboration
- ❖ Essentials of building and maintaining relationships
- ❖ Building integrity and emotional maturity
- ❖ Representing your company externally and building networks
- ❖ Expectations of a manager
- ❖ Communicate positively with peers and managers
- ❖ Importance of a collaborative team
- ❖ Build healthy relationships with boundaries
- ❖ Foster accountability and commitment by clarifying expectations, involving the team in decision-making, using planning tools, and handling excuses and blame effectively
- ❖ Give feedback on performance that encourages growth, accountability, and commitment
- ❖ Reduce defensiveness when addressing performance issues
- ❖ Establish communication strategies for the team, including values and communication protocols
- ❖ Create an open environment in which trust is fostered
- ❖ Use interpersonal skills to minimise and resolve conflict

Two-day course 08:30 - 16:00

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