MASTERING MANAGERIAL COMMUNICATION
A practical guide to the leadership art of influence
US 252027 – non-credit bearing

Lead with clarity, communicate with confidence, and build a culture of accountability

Strong communication is the foundation of effective leadership—yet too often, managers find themselves stuck in cycles of micromanagement, resistance, or frustration. This course explores communication as a powerful tool for influence, helping you work effectively with your team, peers, and senior leaders. You'll develop strategies to encourage accountability, strengthen collaboration, and eliminate unproductive communication patterns. Whether you're influencing your team to take ownership, representing your organisation externally, or communicating with senior leaders, mastering communication is key to reducing stress, increasing accountability, and building a high-performing culture.

For greater workplace impact, pair this course with Communicate & Collaborate, which equips team members with skills that complement managerial communication. When managers and teams align in communication, accountability, and collaboration, the results are transformative.

WHO SHOULD ATTEND

- Business Owners
- Managers
- Supervisors & Team Leader

HOW YOU WILL BENEFIT

- Build trust-driven relationships that inspire commitment and responsibility
- Influence upwards and communicate with senior leaders effectively
- Empower your team to take ownership instead of defaulting problems back to you
- Deliver feedback that drives improvement without triggering defensiveness
- Foster a proactive mindset by eliminating blame and excuses
- Establish clear communication strategies to reduce misunderstandings and inefficiencies
- Minimise conflict and frustration through positive, value-driven communication

WHAT WILL BE COVERED

The Fundamentals of Building & Maintaining Strong Relationships

- Understanding core human behaviours that shape interactions
- Managing emotions to shift from reactive intentions to goal-oriented communication that drives productive outcomes
- Examining integrity and emotional maturity as key foundations of professional, trust-driven relationships

Two-day course 08:30 -16:00
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Representing Your Organisation Externally

- Building credibility and strengthening external professional relationships
- Acting as an ambassador: aligning your communication with company values

Communicating with Your Manager & Other Leaders

- Structuring conversations to ensure your ideas and concerns are heard and valued
- Shifting from problem-focused to solution-driven communication that demonstrates leadership thinking
- Navigating discussions with senior leaders and peers to influence decisions and outcomes

Communicating with Your Team: Inspiring Accountability & Ownership

- Creating a culture of trust, collaboration, and shared responsibility through clear communication
- Setting and maintaining boundaries to support your team while ensuring accountability
- Clarifying expectations, encouraging team involvement, and reducing reliance on micromanagement
- Addressing blame, excuses, reverse delegation, and resistance while maintaining trust and instilling responsibility
- Delivering performance feedback that reduces defensiveness, drives growth, and strengthens motivation
- Embedding accountability as a shared team value to create a culture of ownership
- Establishing Effective Communication Protocols
- Defining team communication strategies that enhance efficiency and prevent time-wasting and miscommunication

Minimising & Managing Conflict with Professionalism

- Using effective communication to prevent unnecessary conflict
- Handling disagreements without damaging relationships or trust
- Understanding company policies on conflict resolution