

Communicating for Effectiveness

Program Description

In a leadership position, the supervisor's prime responsibility is to get things done with and through other people -- peers, colleagues, clients or upper management. Though ideas may be wonderful and decisions well-reasoned, they are only as good as the ability to explain them clearly to other people and get them to go along with you. Communication, then is the supervisor's most valuable tool. This module will help the supervisor showcase competence and confidence, gain needed cooperation, and motivate others to buy in to ideas and recommendations.

This intensive and interactive one-half to whole-day seminar will teach you how to uncover, respond to and persuade others; build teams and group collaboration and get results. You will practice, get perspectives and hone your interpersonal style with a positive, constructive Nyman Consultant.

You'll benefit by learning:

- The concepts of style, substance, and connect
- Techniques for projecting power and persuasion via textual and subtextual cues (i.e., body language, tone of voice, etc.)
- Why intent does not equal impact
- Strategies for easing nervousness when interacting with peers, upper management, authority figures and important clients
- Analyzing others, adapting to their interpersonal style, and communicating at the client's or colleague's level
- The art of questioning: Uncovering concerns/needs through open and closed probes, prioritizing and confirming areas of interest

At the end of this course attendees will be able to:

- Exhibit a team approach by gathering input and points of view to effectively address a business challenge
- Demonstrate an active interest in colleague concerns to encourage team communication
- Develop detailed, achievable, quality goals for the team
- Effectively prioritize conflicting individual and group needs, and articulate rationale to both audience groups
- Identify desired business results and communicate appropriate action plan using techniques of influence and persuasion

Maximum participants: 8

Program length: ½- 1 day, depending on customization