



COMMUNICATE EFFECTIVELY AS A WORKPLACE LEADER

Develop the skills and knowledge required to communicate effectively as a workplace leader

COURSE OVERVIEW

There are many facets of your personality that will determine the way you express your feelings, opinions and advocate your needs. The way you express yourself using verbal and non-verbal communication is known as your communication style.

As a leader, you communicate daily with your team members, leaders, customers and colleagues. Each group may require a different communication style. This course will guide you on ways to adapt your communication style for the listener allowing the audience the opportunity to hear and understand what you are trying to communicate.

LEARNING OUTCOMES

- Understand your communication style and its impact on those around you
- Find out the impact of body language on your communication style
- Understand the meaning of 'authentic conversations' and how to have them
- Apply the art of questioning to understand your team members' needs
- Use the Leadership Communication Model to structure your communications
- Identify when it is ok to 'put it in writing'