

Corder Enterprises International



Your Complete VMware[®] Solution[™]

Communication Skills for Emerging Leaders Training:

Good communication skills are essential for every employee at every level. The ability to convey ideas, give and receive feedback, resolve differences and persuade others is as important as technical competence in a job. This course shares the basic communication model, helps employees identify common barriers to effective communication, and tailor different communication styles to various personalities.

Audience: Management and HR Professionals

Prerequisites: None.

Number of Days: 1 day

The communication process

- Encoding, decoding and sending
- Communication model flow chart
- Identifying your filters

Personality types (MBTI)

- Assessment
- Interpretation
- Application of preferences

Communicating as a leader

- The extra responsibilities
- Communicating from the “middle”
- Being the bearer of bad news

Building rapport

- The ways humans connect
- Active listening
- Paraphrasing statements

Who's your audience?

- Communicating with your customers
- Communicating with your manager
- Communicating with your team
- Communicating in meetings

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