

# COMMUNICATION SKILLS FOR MANAGERS



## LEARNING OUTCOMES

- Develop key communication skills and insight into how to inspire others.
- Improve your understanding of yourself and others by using DISC® Profile to recognise communication styles.
- Get the best out of your people by adapting your communication and management style to appeal to what motivates them.
- Understand the important role feedback plays in the workplace.
- Give positive and constructive feedback to your team members to help them develop their skills and succeed at work.

## BEHAVIOURAL PROFILE



The DISC® Profile provides a common language that people can use to better understand themselves and to adapt their behaviours with others. It is a personal assessment tool used to improve work productivity, teamwork and communication.

## COURSE OVERVIEW

Our communication skills training course will help managers and supervisors to communicate effectively to the diverse range of personalities in a workplace. We use the DISC® Profile to provide training on applying feedback, listening, questioning and non-verbal communication techniques. It's an incredibly successful tool for gaining an overall better understanding on your team as a whole, and its individual members.

## THIS COURSE IS IDEAL FOR

Managers and leaders that want to improve their communication and feedback skills and gain a deep understanding of how to adapt their behaviours to get the best out of others.

## TOPICS COVERED IN THIS COURSE

### Understand your DISC® Profile

DISC® a self-assessment that looks at both your behavioural and communication styles and helps you understand how to adapt to get the best out of others.

### Build effective communication skills

Understand why successful communication is central to successful leadership. Expand your skill-set and ensure you're able to effectively communicate across a number of workplace settings.

### Understanding barriers to effective communication

Communication gaps occur when the sender's message is not received the way it was intended. Understanding the barriers that cause these gaps will help you to prevent and overcome them.

### Obstacles to listening

Listening is a crucial aspect of communication. Learn how to understand and interpret what your employees are communicating to you.

### Effective questioning skills

Our communication skills training includes questioning techniques, and how to utilise the information gained through the answers to these questions.

### Giving effective feedback

The content of feedback is not always positive, but its delivery should always be constructive. Constructive feedback is the most useful and beneficial to the receiver because it provides encouragement, support, corrective measures and direction. People can respond very differently to feedback, and it's important to tailor your delivery so it's received productively.

### The Situation-Behaviour-Impact (SBI) feedback model

Following this model when you provide feedback will help the receiver see what actions they can take to continue or improve their performance, change ineffective behaviour and overcome obstacles.

Practical, relevant training  
developed for the Australian  
workplace.

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