



## Leadership Component 3: Execution

### Effective Communication

“Managers must be able to communicate effectively in order for their employees and teams to reliably produce the results expected.”

#### Workshop Overview

Managers must be able to communicate effectively in order for their employees and teams to reliably produce the results expected. The test of effective communication is whether the message intended by the initiator is the message that resides in the consciousness of the receiver(s) of the message after the communication. We refer to this as “thought transmission.” In *Effective Communication* we teach managers the steps they can take to ensure thought transmission. We show them how people can misinterpret communication, even written communication, and we teach them how to minimize miscommunication. We show them how nonverbal methods of communication can distort their message and train managers to build congruency between the verbal and nonverbal messages they are sending. We review the different methods of communication and show how to determine which method of communication will be the most effective in any given situation. We teach managers the skill of active listening. We show managers the different ways people process information coming to them and teach managers how to adjust their communication style to meet the needs of their listeners. We show managers the steps they can take to help others communicate more effectively.

#### Workshop Objectives

1. Managers understand how to create thought transmission and experience thought transmission during the workshop.
2. Managers understand how to create congruency between their verbal and nonverbal messages.
3. Managers understand the importance of selecting the appropriate communication method and style and understand how to make the best selection.
4. Managers understand the elements of active listening. They understand how to be an active listener and how to get others to become active listeners.
5. Managers understand how they can get others to become effective communicators.

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### **Take-Home Value for Managers and their Company**

1. Managers are prepared to take responsibility for effective communication throughout their areas of influence. They are prepared to build the habit of effectively communicating and using thought transmission.
2. Miscommunication and unclear communication are reduced throughout the company.
3. People are clear on what is expected.
4. Managers and their employees become better listeners. Communication and interaction improve.

### **Time Frame**

1 day

### **Post-Workshop Coaching**

Steve Dudley Associates is committed to the successful application of our workshop materials. We offer one-on-one coaching as a value-added option for each of our workshops. Please click on the “Coaching” tab to see a description of our workshop follow-up coaching program.

*Workshop: Effective Communication*

Recommended coaching sessions: 2-4

Suggested areas of coaching support:

- Building the habit of thought transmission.
- Building the habit of active listening.
- Improving congruency between the verbal and nonverbal messages being sent.
- Helping others to become active listeners and effective communicators.

### **Group Facilitation**

Contact us for customized group facilitation regarding this workshop.