Course Overview:

Business Communication for managers are vital and most managers recognize that communication skills are essential in business. Managers need to be able to communicate, build relationships, and work with individuals at all levels. Their behavior and interpersonal skills can affect others both positively and negatively. As a result, this is a major element of good management.

This communication skills for managers training course enables delegates to enhance their personal and team productivity by improving their working relationships. The programmed will allow delegates to develop a greater awareness of the affect their behavior has on others and increase their options when dealing with difficult staff, conflict, or work-related problems.

Course Objective:

- Acknowledge your personal behavioral style and its affect on the performance of you, your team and colleagues.
- Use an enhanced understanding of the dynamics at work within a team and contribute in a more productive manner as a team leader.
- Communicate and negotiate in a more persuasive and compelling style.
- Adopt an appropriate style of interpersonal behavior for the variety of interactions you complete during a working day.
- Enhance the performance and motivation of your team and individual team members through improved managerial communication skills.
- Develop a range of responses to deal successfully with difficult people and conflict whilst maintaining effective working relationships.

Course Outline:

- Increasing Selfawareness
- Interpersonal Communication
- Effective Team Building
- Working with Others
- Handling Difficult Situations

Who Should Attend:

Managers, team leaders and supervisors who are looking for performance improvements on both an individual and team basis.

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation