

Communicate Effectively as a Team Leader at the Workplace

RET-CHG-3002-1.1

COURSE OUTLINE

COURSE DURATION

16 hours

COURSE SYNOPSIS

Effective communication is essential for the success of any business, whether internally with colleagues and teams or externally with clients and the community. Effective communication promotes trust and engagement, encourages productivity and reduces stress and anxiety for all.

Hence it is critical that leaders in the organisation are equipped with the skills and methodology to lead their teams to communicate successfully to drive greater productivity, higher efficiency and performance. This course will provide learners with the necessary competencies to do so.

COURSE OBJECTIVES

By the end of this course, learners will be able to:

1. Recognise the impact and power of effective communication
2. Engage the workforce and other relevant parties to build relationship as a team leader using different communication styles and strategies
3. Improve team collaboration by removing communication barriers
4. Use effective communication skills to reinforce effective behaviours as a team

TARGET AUDIENCE (SUPERVISORY)

The audience is supervisory staff with leadership responsibilities, relevant for all sectors

INSTRUCTIONAL METHOD

- Lecture
- Group Discussion
- Role Plays
- Case study
- Activities

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COURSE CONTENT

1) Impactful Communications at Work

- Recognise how communication influence relationships
- Identify the right words and channels for the right occasion
- Recognise the impact of non-verbal communication

2) Different Communication styles

- Engage different personalities by using different styles when you communicate
- Recognise the strengths and weaknesses of different communication styles
- Adjust the right style to impact working relationship

3) Manage Difficult Conversations

- Barriers that block effective communication
- Remove barriers to effective communication
- What makes communication effective

4) ACES Go Places

- Learn Acknowledgement skills
- Learn Clarifying skills
- Learn Empathising skills
- Learn Summarising skills
- Confirm the effective communication behaviours through role plays