

Training Title:

**ADVANCED COMMUNICATION SKILLS FOR SUPERVISORS**

**Training Duration**

5 days

**Training Venue and Dates**

Advanced Communication Skills for Supervisors	5 Days	24-28 Jun 2024	\$5,500	Dubai, UAE
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Training will be held at any of the 5-star hotels. The exact venue will be intimated upon finalization.

**Training Fees**

- \$5,500 per participant for Public Training includes Materials/Handouts, tea/ coffee breaks, refreshments & Buffet Lunch

**Training Certificate**

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

**COURSE DESCRIPTION**

Employees of organizations are not always clearly aware of the vision, mission, goals, and objectives of the organization and management finds it difficult to communicate these objectives to the employees. Leadership needs an understanding of the concepts of communication to provide the employees with the right knowledge, skills, and attitude required to work and engage in their job roles in the organization. This program will provide both managers and employees with the necessary skills to objectively communicate the role of the organization to the employees and customers. Specifically concentrating on the employees, the program will orient the customer interest to the organizational values and managers with the skills required to effectively communicate their goals to the employees to gear organizational objectives.

**COURSE OBJECTIVE**

- Identify the importance of effective communication.
- Develop skills in communication for managers and employees
- The role of effective communication strategy
- Relevance of communicating organizational values and objectives
- Develop the right attitude in employees
- Importance of communicating with the customers
- Communicate the interests of the organizational leadership.
- The importance of developing skills of learning in employees

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The relevance of a learning organization  
The role of training and development in communication

### **TRAINING METHODOLOGY**

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody to find the right answers. You will also be encouraged to raise your questions and to share in the development of the right answers using your analysis and experiences. Tests of multiple-choice type will be made available daily to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions

### **PROGRAM SUMMARY**

This program covers all the essential skills required for organizational leadership and management to effectively communicate its role among employees and customers to develop a learning organization. The evolution from an organization with a functional structure to a holistic approach is entertained in the program. The communication channels have been discovered to inform and instruct employees with the most relevant information on the organization and put them into practice. The program will orient the employees to nurture skills to learn the organizational interests and help managers to develop transparent communication with the employees who in turn will communicate with the customers the relevant information that the organization wants the customers to know. The program will cover the need to lead, motivate, and communicate the relevant aspects of organizational leadership to the employees and customers to foster growth and development in the organization.

### **WHO SHOULD ATTEND?**

This program will be a useful and productive resource for all those interested in effectively communicating organizational objectives to the employees and customers. Leaders, managers, and employees alike can benefit as the program covers both communication to employees and customers as well. The program will benefit:

- Top managers who look for effective communication skills
- Newly promoted members to the leadership and management team
- Employees planning to transition to the management position
- Managers seeking to develop their communication skills
- Team leaders who are interested in further management position

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- Managers interested in evaluating their current skill set

## COURSE OUTLINE

### Day 1

#### Identify the importance of effective communication

- Communicate Vision
- Communicate Mission
- Communicate Values
- Communicate Goals
- Communicate Objectives
- Case Studies on Effective Communication in Organizations.

#### Develop skills in communication for managers and employees

- To consider verbal and non-verbal communication methods
- To understand and practice effective listening skills
- To communicate in clear, respectful, and non-judgemental ways
- To know when to seek advice

### Day 2

#### The role of effective communication strategy

- Personal Presentation
- The communication Equation
- Understanding Communication
- Communication as a two-way process
- Effective communication skills
- Barriers to communication
- Relevance of communicating organizational values and objectives
- The art of listening
- Listening Skills
- Responding
- Questioning Techniques
- Individual Differences in Communication
- Cultural Diversity

### Day 3

- Develop the right attitude in employees.
- Communication Errors
- Wrong communication
- Intended communication.
- Reception of information
- Importance of communicating the right message

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- Case studies on employee attitude to management information

#### Importance of communicating with the customers

- Product Knowledge
- Answering customer queries
- Handling Customer complaints
- Communicating the right intent to the customer
- Relevance of effective communication with customers

#### Day 4

##### Communicate the interests of the organizational leadership.

- Communicating organizational strategy to employees
- Importance of dialogue between employees and leadership
- The relevance of communicating the right message
- Involvement of employees in communication
- Role of employee commitment to the organization

##### The importance of developing skills of learning in employees

- The importance of group processes in communication
- The constraints on communication
- Objectives of learning organization
- Learning skills for managers
- Learning and communication

#### Day 5

##### The relevance of a learning organization

- Learning organization and effective communication
- The role of learning attitude in communication
- Effective communication in a learning environment
- Importance of training and development
- Case studies from Management Theories

##### The role of training and development in communication

- Relevance of training and development
- Communication Training
- Refreshers on communication skills training
- Effective communication and training
- Communication case studies in training

#### TRAINING OUTCOME

The training will focus on the following:

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- Enhance your communication skills.
- Effectively communicate the role of the organization
- Motivate and coach managers and employees for effective performance.
- Communicate the concept of learning organization.

**NOTE:**

**Pre & Post Tests will be conducted.**

**Case Studies, Group Exercises, Group Discussions, Last Day Reviews, and assessments will be carried out.**

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