ESSENTIAL SKILLS OF COMMUNICATING

VITAL LEADERSHIP

Employers spend time, money and training to groom their top performers for senior and management positions in the organization. The theory is that these outstanding employees will transfer their individual style and success to the whole team. Sometimes it works; often it does not.
Great contributors do not automatically transform into great leaders. A key reason for this is that the skills required to perform as an individual are fundamentally different from the skills needed to effectively lead a team.

EFFECTIVE COMMUNICATION BRINGS SUCCESS

The leadership skill level of first-line managers affects team member retention, overall productivity, even profitability. This relationship between team leader and team member is critical to an organization's success. A strong relationship built on mutual trust and respect begins with effective communication. For this reason, team leader effectiveness depends on the leader's ability to communicate. This is true regardless of the type of organization, department, team members or leader's personality. To manage is to communicate.

The Vital Learning Essential Skills of Communicating™ program helps supervisors, team leaders and managers ensure that communication with employees is a two-way process. Leaders learn to construct clear, concise messages, listen to improve communication and manage nonverbal behaviors to reinforce the intent of the message. Furthermore, they learn to create a climate of open communication that increases team members' motivation and commitment.

Essential Skills of Communicating teaches managers the latest techniques for developing effective communication skills, thereby improving their performance and increasing the productivity of both the team and the organization. Throughout the course, team leaders review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. They leave with valuable implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

Essential Skills of Communicating teaches supervisors, team leaders and managers the following skill points crucial to effective communication:

Create a climate of open communication. The foundation of effective communication is openness. Leaders will learn to support an environment that encourages the free exchange of open, honest communication with employees.

Design clear, concise messages. Leaders learn to develop messages that avoid complex and pompous language. They will learn to logically organize messages and aim them at the listener's interests.

Manage nonverbal behaviors effectively. Leaders will learn to understand how nonverbal factors — such as voice tone, intonation and gestures — play an important role in communication.

Listen to communicate. Leaders will learn the importance of active listening and the role of responding appropriately to employees by reflecting, probing, supporting and advising to create effective communication.

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ESSENTIAL COURSE MATERIALS

Essential Skills of Communicating is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

Facilitator Guide
- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook
- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video
- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings

Essential Skills of Communicating and Memory Jogger Card are trademarks of Vital Learning.

BENEFITS OF ESSENTIAL SKILLS OF COMMUNICATING

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four to five hours.

Course participants receive hands-on experience practicing the program's skill points.

Participants learn that communication is a two-way process between them and their employees.

Participants learn to construct clear, concise messages in the interest of the listener.

Participants learn to manage their nonverbal behaviors — including voice tone, intonation and gestures — to reinforce the intent of the message.

Participants learn to listen actively to improve communication.

Participants learn to create a climate of open communication with employees to increase team members' motivation and commitment.

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