



COMMUNICATIONS

AIM AND APPROACH:

The main aim of this programme is to create a context for Communication in business and illustrate the main skills needed to communicate and motivate individuals and teams. The programme emphasis short inputs and skills practice. Case studies are used to develop the skills practice activity and participants will be encouraged to use their own workplace examples.

PROGRAMME OBJECTIVES:

- To develop communication capability
- To develop the skills necessary to ensure commitment to better people management
- To increase interpersonal skills to manage individuals and teams effectively and attain goals.
- To proactively manage employee relationships, teamwork and goal achievement

PRE-WORK:

A number of diagnostics such as Personal Relations Survey (Johari) will be provided with some selected readings on motivation before the event. Each participant will be encouraged to keep a learning record for the Programme.

DURATION:

2 Days

AGENDA DAY 1:

- Introduction, Objectives and Issues
- Motivation Theories – Overview
- Situational Leadership. Diagnostic and review of Model
- Interpersonal Skills Overview
- Personal Relations Survey – Review of diagnostics
- Clarification and confirmation – Skills Practice
- Building, Crediting and Recognising – Skills Practice



COMMUNICATIONS cont'd

AGENDA DAY 1 cont'd:

- Constructive Criticism – Skills Practice
- Influencing – Skills Practice

WORKPLACE ACTIVITY:

Self-Perception Inventory to be completed

AGENDA DAY 2:

- Managing Differences – Skills Practice
- Team Dynamics – Overview
- Team Roles – Diagnostic and Input
- Video-Input “More Bloody Meetings”
- Facilitation – Skills Practice
- Running a Successful Team Meeting – Exercise and Input
- Action Planning

WORKPLACE ACTIVITY:

Participants will be asked to write an assignment on the area of Motivation and Communications in their own business