



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Communication Skills for Leaders

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

This course is designed to help acquaint you with the art of communicating. Participants will learn to understand the importance of interpersonal skills in becoming a leader, be able to convey believability by keeping verbal, vocal, and visual communications consistent, practise the nine behavioural skills of interpersonal communication, and change their habits to improve interpersonal effectiveness. This content is applicable whether you are currently in a leadership role or hope to be a leader in the future.

Target Audience

This course is intended for:

- Persons in Leadership Roles
- Supervisors

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Build trust and establish rapport.
- Demonstrate concern.
- Paraphrase to show understanding.
- Effectively use nonverbal cues and body language.
- Maintain proper posture.
- Effectively relay ideas with clarity.
- Effectively and professionally express ideas in writing.
- Improve confidence and Encourage.
- Pick the correct medium for communicating.



Course Topics

Module 1: Keys to Effective Interpersonal Communication

- Believability
- Behavioural Skills

Module 2: Developing Connection

- Eye Contact Saved His Life
- Developing Connection
- Eye Communication
- Eye Communication Patterns in Business

Module 3: Developing Energy

- Developing Energy
- Posture and Movement
- Gestures and Facial Expressions
- Voice and Vocal Variety

Module 4: Developing Credibility

- Developing Credibility
- Dress and Appearance
- Language, Non-words, and Pauses

Module 5: Developing Interaction

- Developing Interaction
- Listener Involvement
- Humour
- The Natural Self

ACTIVITIES INCLUDED