

# Management Development

## Communication Skills for Managers

Facilitating Discussion

Active Listening

Consensus Building

Feedback & Debriefing

*Healthcare managers today face ambiguity, constant change, and unprecedented accountability.*

*Communication related issues are most frequently identified as root causes of organizational problems or lost opportunities.*

*Effective communication is the most important skill a manager can master.*

### Objectives

**At the end of the workshop, participants will know how communication skills can help them be more effective managers.**

- Create an environment that is conducive to open, honest, two-way communication;
- Match employee's independence levels to an appropriate communication method;
- Select from a variety of communication skills to use the one best suited to the task and determine when to write, speak, or to listen;
- Use communication as a strategy for managing change minimizing conflict and removing obstacles to successful implementation;
- Coach and encourage their employees to use effective communication techniques.

### Program Content

#### **Creating an open communication climate**

Competent communication: a team facilitation skill

#### **When to listen, speak, write, or illustrate**

Leadership styles • Preparing for effective, clear, concise communication • Meeting management

#### **Developing communication skills**

Communication Climate Survey • Two-way and assertive communication • Overcoming obstacles to effective communication • Facilitating style

#### **Creative communication techniques**

Brainstorming • Giving & receiving feedback • Verbal & nonverbal techniques and cues • Winning attitudes and positive thinking • Suggestion systems

#### **Managing change with communication**

Participative planning for change • Managing resistance, conflict and negotiations • Hypercommunication • Implementation, flexibility, and follow-up

#### **Encourage & ensure open communication**

Empowering • Coaching • Igniting enthusiasm