



Managing Matters

Communication Skills & Positive Attitude

Course Objectives:

- Describe the importance of cultivating effective communication skills.
- Interpret the effects of non-verbal communication.
- Develop communication skills in listening, asking questions, and giving feedback.
- Identify guidelines for effective written communication.
- Identify ways to develop and maintain a positive attitude and team environment.

Course Content:

1. Identify the Traits of a Connected Communicator.
2. Practical Skills for Leaders Who Want to Make a Connection.
3. How to Enhance Written Communications.
4. Develop a Positive Attitude and Team Environment.
5. Use a Team Approach to determine Guidelines for Team Meetings.
6. Why is Trust a Critical Link to Establishing Relationships.
7. How to Avoid a Breakdown in Communication.
8. Using an Open Communication Model when Dealing with Sensitive Issues and People.
9. How Effective Listening Can Positively Affect your Job Effectiveness.
10. Using a Positive Team Approach.

Delivery Format:

- Mini Lecture
- Group exercises