

**Course ID:**  
**LDR-SUPM1**

## **COMMUNICATION SKILLS FOR SUPERVISORS**

### **COURSE OVERVIEW**

*Communication Skills for Supervisors* is the foundational course in the four-module Leadership Development Program. Successful leadership requires mastering the interpersonal skills needed to achieve business goals. Effective leaders possess the ability to interact with and manage diverse teams of people, and to create work environments that motivate others to do their best work and produce desired results.

The goal of *Communication Skills for Supervisors* is for participants to be able to engage others through quality conversations. Participants will be given relevant, practical applications in which to practice these skills:

1. Interpreting the effect of non-verbal cues on verbal communication
2. Demonstrating active listening skills
3. Providing appropriate responses
4. Delivering formal communications

Through the use of formative exercises, participants will be able to make the association between the concepts learned in the classroom and their practical application in the workplace, and leave class with a personal action plan to implement back on the job.

### **PROGRAM CONTENT**

- Communication cycle
- Barriers to effective communication
- Non-verbal language: facial expressions, gestures, and posture
- Non-verbal language: vocal quality
- Active listening and feedback techniques
- Formal communication delivery

### **TARGET AUDIENCE**

Any person in a leadership role, or who is preparing for a leadership role.

### **PREREQUISITES**

None

### **TRAINING TIME (hours):**

3.5 hours

### **RECERTIFICATION**

N/A