

Module Objectives

Part 1: Communication and Leadership

- ◆ Identify different means of communication.
- ◆ Identify the channels of communication.
- ◆ Identify the importance of informal communication.
- ◆ Identify the role of communication in leadership.
- ◆ Identify the challenges of communicating accurately.
- ◆ Identify the key components of writing for business.

Part 2: Effective Feedback

- ◆ Identify the purpose of giving feedback.
- ◆ Identify characteristics of effective feedback.
- ◆ Identify guidelines for giving and receiving feedback.
- ◆ Identify effective ways to paraphrase what you hear.

Part 3: Making Meetings Work

- ◆ Identify essential questions to ask when planning a meeting.
- ◆ Identify the steps in holding a meeting.
- ◆ Identify how to end and review a meeting.

Part 4: Making Presentations

- ◆ Identify methods of managing anxiety.
- ◆ Identify the steps in preparing a presentation.
- ◆ Identify the four elements of speaker credibility.
- ◆ Identify ways to effectively manage questions.
- ◆ Discuss the use of effective visuals in a presentation.
- ◆ Practice giving a brief presentation.

Part 5: Enhancing Your Supervisory Communication Skills

- ◆ Write an Action Plan for improving supervisory communication skills.
- ◆ Complete a Performance Plan for using the knowledge and skills you developed in this module to assist with professional growth and development.

This module supports other 360 Solutions communication training modules.