



Tools for Effective Communication (Supervisors)

Skilled supervisors, when communicating, do more than just “talk” or “listen.” They are able to confirm that they understand and care by providing verbal and nonverbal feedback.

This workshop offers the organizations leadership an opportunity to explore together the interpersonal communication skills of listening and responding. Through lecture, exercises, and group discussion, participants will gain a better understanding of effective communication and the role effective communication has in creating a more successful workplace.

As a result of attending this seminar the participants will:

- Learn the essential components and skills of interpersonal communication, with special emphasis on empathic listening.
- Understand the communication process.
- Understand the listening process and how it impacts effective communication.
- Understand and more effectively utilize non-verbal behavior in effective communication.
- Learn the most common mistakes supervisors make when trying to communicate.
- Learn how to apply this information to create more effective workplace relations.