



**Custom
Learning
Solutions Inc.**

Creating High Performance Organizations

Communication

The Art of Communication is the Language of Leadership

“For good or ill, your conversation is your advertisement. Every time you open your mouth you let men look into your mind. Do they see it well clothed, neat, business wise?”

—Bruce Burton

EFFECTIVE COMMUNICATION

Effective communication is an essential skill in today's fast-paced business world. Effective communicators understand that communication is a complex process that can often be challenging.

Creating an organization in which communication is truly valued is more than just a good idea; it's good business. Organizations that choose to foster good communication skills will aid their employees in both their professional and personal development.

This module will discuss the following:

- Communicating effectively.
- Nonverbal communication.
- Listening effectively.
- Practicing using communication tools.
- Enhancing your communication skills.

COMMUNICATION SKILLS FOR SUPERVISORS

Organizations that are strategically positioned to effectively compete in the global marketplace recognize that they must have supervisors who can communicate effectively.

This module will help supervisors understand the role communication plays in leadership. The role of a supervisor requires additional communication skills; developing those skills takes time and effort, but results in more effective performance and higher productivity.

In this module participants will learn the following:

- Communication in leadership.
- Effective feedback.
- Making meetings work.
- Making presentations.
- Enhancing your supervisory communication skills.

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