



OPERATIONAL LEADERSHIP: supervisory

MANAGING COMMUNICATION PROCESSES

Realistically, no one can afford poor communication. Yet, day after day and year after year, effective communication continues to be a challenge. In Managing Communication Processes, supervisors learn communication techniques that are critical to the success of any organization. This class helps participants apply effective communication principles, utilize strategies to make processes more efficient, and manage communication within their teams to get the best results.

Objectives:

By the end of this workshop, participants will be able to:

- Define what makes communication effective
- Understand the elements of the communication process
- Recognize barriers to effective communication
- Differentiate supportive from non-supportive communication
- Apply active listening skills to real work situations

