



Developing Effective Communication & Listening Skills

Duration
2-hour

Audience
Emerging Leader
New Leader

About This Course

This course focuses on building strong communication skills essential for effective leadership. Participants will explore the importance of clear and open communication, share personal experiences, and learn best practices for meaningful interactions. The course emphasizes skillful discussion, active listening, and mastering key leadership communication techniques such as setting expectations, giving and receiving feedback, and managing up.

Topics Included

- The Art of Effective Communication
- Skillful Discussion
- 3 Key Leadership Communications
- Setting Expectations
- Managing-Up
- Giving & Receiving Feedback

Training Approach

- Instructor-led
- Group discussion
- Individual exercise

Skills Learned/ Outcomes

- Apply the principles of effective communication in leadership settings
- Engage in active listening and respond thoughtfully in discussions
- Deliver and receive feedback in a way that builds trust and growth
- Communicate expectations clearly to align team performance
- Strengthen relationships and influence through upward communication

Course offerings:

We offer a wide range of training programs for leaders and teams to strengthen capabilities, enhance collaboration, and drive organizational success

Communication

Prioritizing and Communicating Goals,
Roles & Responsibilities
Communicating Across Generations

Team Performance

Motivating and Inspiring Team
Contributions and Success
Ensuring Team Accountability for
Consistent Performance
Leveraging Your Team's Diverse Talents
and Strengths
Inspiring, Motivating, and Guiding Team to
Achieve Org. Goals
Fostering Strong Collaboration and
Managing Conflict for Productive
Outcomes

Productivity and Efficiency

Effectively Managing Workload

Leadership Quality

Inspiring Mission-Driven Work in Direct
Reports
Learning & Applying Situational Leadership
Empathy-Based Leadership
Increasing Emotional Intelligence,
Leadership Presence, and Personal
Integrity
Being Visionary & Strategic in Thinking and
Execution
Cultivate Talent through Accountability,
Empowerment, and Effective Delegation,
Coaching, Feedback
Proactively Advancing Diversity, Equity,
and Inclusion throughout the Organization
Leading & Influencing Change,
Improvements, and Innovation

Recruiting and Onboarding

Assessing, Recruiting, and Retaining Team
Talent