



Communication Essentials: Taking Your Leadership Skills to the Next Level

Understanding the nuances of body language, tone of voice and the role that trusted relationships play in establishing effective communication is critical when it comes to leading and managing teams. Leaders also need to have excellent listening skills and be able to provide feedback in a way that inspires and motivates. This workshop will breakdown how to build and deliver clear and concise communications using plain language, credible and accurate information, the right tools, timing and channels to get your message across. Learn about core competencies to be able to hone your communication and leadership skills and develop appropriate proactive and reactive responses.

Learning Objectives

- Understand the impact of message clarity
- Understand and apply communication theories
- Understand and demonstrate effective use of tone, timing and non-verbal communication
- Identify methods for building and maintaining trusted relationships
- Appreciate the difference between, and the need for, two levels of trust
- Differentiate between motivational feedback and developmental feedback and the relative importance of each
- Understand and apply an eight-step model for providing effective workplace feedback

This Training is Ideal for:

- Municipal managers
- Supervisors
- Department heads and project leads
- Mid-level managers and aspiring leaders
- Those looking to improve their communication skills

More Information?

Contact Jeanne Moon, Coordinator Programs & Services, for further details or questions:
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If you are interested in booking this Corporate Training Workshop, please [click here](#) to submit a request through our online booking system.