

# Communication Skills for Leaders

The Clarico Group Inc.

[www.claricogroup.com](http://www.claricogroup.com)

## Communication Skills for Leaders



Effective communication is the lifeblood of a successful business. Having effective communication skills is important for every leader as it gives them credibility and makes their instructions easier to follow. ***The Essential Communication Skills for Leaders*** intensive workshop is designed to help leaders communicate effectively, using both verbal and nonverbal communication skills and techniques.

This 2 day workshop is designed for managers who would like to improve verbal and non-verbal communication skills and awareness.

### COURSE OUTLINE

#### Getting to the heart of effective communication

- Recognize different types of communication
- Gain insight into your communication style and how this affects others

#### Non-Verbal Communication

- Signals you send with your facial expressions
- Body language

#### Verbal Communication

- Tone of voice
- positive and negative phrases

#### Understanding Barriers of communication

- Reasons of communication breakdown
- Expectations and perceptions of others

### LEARNING OUTCOME

#### By the end of the course, participants will be able to:

- Effectively use of communication skills and techniques
- Understand Emotional Intelligence and how to use it effectively
- Enhance skills to boost productivity
- Understand the importance of body language

## Enlightenment and Knowledge Transfer

One of our core values is to educate and transfer continuous improvement philosophy and a *lean* way of thinking across the organization. In addition to direct projects we are able to:

1. Lead Workshops on best practices and adoption of Lean tools and techniques
2. Employ video and multimedia production to capture and celebrate success stories from across the organization. We can produce and highlight your most potent lean tools – **your people**.
3. Curate resources (print, digital, e-learning tools, and other) for continued learning and development

Enable. Educate. Enlighten.

**ENABLE  
EDUCATE  
ENLIGHTEN**



### **About Us**

The Clarico Group puts ourselves in your shoes, listens and accurately grasps your needs, issues and problems. Then we help you to succeed by delivering any combination of our Clarico Client Trilogy.

#### **Client Option #1 – We Enable by Doing or helping to do what you need to succeed**

Our consultants deliver results for you by working on your behalf, running programs or projects for you or just being part of your teams, to make the best happen for you by planning and executing at strategic, tactical and operational levels. We help your teams make better, more creative decisions and, most importantly, actually execute on them.

#### **Client Option #2 – We Educate Using Workshops to educate you as to how and what you need to succeed**

Before, during or after our consulting work for you ... it's your choice ...we make sure that there's knowledge and skills transfer. We innovate, design and build interactive workshops, eLearning and classroom training MENTO. The right concept. The right message. The right media. At The Clarico Group we customize and integrate traditional and new media.

#### **Client Option #3 – We Enlighten by providing you with how-to media to guide your success.**

We provide our clients with the best book, audio and video media and references to allow you to enable your success for yourself.

#### **Contact us:**

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