

# INTENTIONAL COMMUNICATION CONSULTANTS

## PEOPLE SKILLS FOR MANAGERS

(Creating the Climate for Success)

*"The key to successful leadership today is influence – not authority."* Ken Blanchard

- **Do your managers see themselves as leaders and agents of change in your organizational culture?**
- **Do your managers value communication as the most powerful driver for success in today's business market?**
- **What behaviors and practices are your managers modeling – and what does it say about your organizational culture?**
- To excel as a leader in today's business climate it is no longer enough to have "good" communication skills.
- Today's leaders – at every level – must possess the self-reflective skills to manage themselves internally and understand their impact *externally*.
- The distinctive qualities of today's in-demand leaders include the ability to regard one's self as a "work in progress" with a dedicated commitment to continuous learning. This sets the tone for today's new leaders.
- The constantly changing landscape requires managers to have the abilities to deal both pro-actively and spontaneously to influence and partner with others.

**People Skills for Managers** will enhance the core communication skills that every manager, experienced and emerging, needs in order to build an environment based on trust and partnership.

### Modules

1. **Consciously Communicating as a Manager** - Learning and Implementing the *Mindset Process Model*
2. **Values, Beliefs & Vision** - How Values and Beliefs Form Your Management Philosophy & Practices
3. **Your Personal Management Style** - Identifying the Strengths & Limitations of Your Personal Style (Using the DISC Profile or other Profile Inventory)
4. **Authentic Listening** - Developing Your Listening Skills as a Key Leadership Quality
5. **Leading With Emotional Intelligence** - Increasing Emotional Self-Mastery

## 6. **Motivation & Coaching** - Developing the Skills to Respectfully Influence and Support Others

### **Program Format & Audience**

- Program can targeted to mid-level, senior and emerging leaders.
- This program is designed as a 2 - day format but can be presented in a shorter format
- Additional modules on Transforming Conflict, Working with Generational Dynamics and Building Trust in Workplace Relationships are available to add to this program

### **PARTICIPANTS TAKE AWAY**

- Greater clarity of purpose and alignment between individual goals and organizational objectives
- A deeper understanding of how behavioral style impacts others – positively and negatively
- Better ability to communicate through “flexible” use of management style
- A greater ability to develop rapport and maintain trust
- Enhanced skills in managing expectations (met and unmet), establishing boundaries and delegating wisely
- New skills to enable managers to use emotional intelligence as a resource to build stronger interpersonal relationships and inspire others.

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