THEY SAID I SAID WHAT!
EFFECTIVE COMMUNICATION
AS A MANAGER

TALKING IS EASY!
COMMUNICATION IS HARD!!!

"Communication is the soul of management: analysis and solid decisions translated into clear messages that influence people to act and feel good about their performance."

Diana Booker

But...

"The greatest problem in communication is the illusion that it has been accomplished."

George Bernard Shaw

REALITY TEST!
DO YOU EVER EXPERIENCE PROBLEMS IN COMMUNICATION?

WHERE?
WHEN?
WHY?
WITH WHOM?

COMMON COMMUNICATION PROBLEMS FOR MANAGERS

• Lacks specificity or clarity.
• Uneasy with direct communication that may lead to confrontation/conflict. Avoids difficult conversations.
• Does not provide information freely.
• Uses wrong form of communication.
COMMON FEATURES OF EFFECTIVE COMMUNICATORS (CONT.)

High Achievers - Listen to everyone
Average Achievers - Listen to Superiors
Low Achievers - Avoids communication;
Relies on policy & procedure

*Understands the audience & the audience trusts the speaker.

COMMUNICATION PRACTICES

* Review the handout
* What do you need to change?
* What are three things you will do starting tomorrow to improve communications in your life?

QUESTIONS/COMMENTS