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Communication Skills for Managers and Supervisors

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Intended

- All managers and supervisors who are managing with employees
- Suitable for any employee who needs to enhance their communication skills internally and externally

Content

- Core communication skills including listening, speaking and questioning
- Handling difficult people
- Building rapport with staff and customers
- Using personality styles to recognize strengths in problem solving
- Understanding how different personality types relate effectively to others
- Recognize the value of differences and diversities among people
- Understand how different styles are motivated
- Written communication
- Email communication

Duration

2 working days

Pricing

RO 275 per participant