

COMMUNICATION SKILLS FOR MANAGERS

Programme Overview

Organisational communication plays a vital role in improving the effectiveness of business processes, people interaction and help develop a long-term perspective for the organisation. While technological up-gradation and technology adoption may bring in cost reduction, productivity and quality improvements, they are not sufficient to yield the desired results without cooperation and participation from employees in the entire process. Managers have a crucial role to play in obtaining this participation.

Success of managers in this endeavor is dependent on their ability to effectively use their repertoire of communication skills. Effective communication involves the use of a variety of skills appropriate to the situation. The present programme is designed to help the practicing managers communicate effectively in various situations such as interpersonal interactions, group interactions, and negotiations, and thereby contribute to overall organisational effectiveness.

Impact

The present programme is a comprehensive application-oriented communication skills package. It will help participants:

- ◆ Reflect on the way they communicate currently and enable them to diagnose and minimize the barriers they encounter in communication.
- ◆ Sharpen their verbal, non-verbal and written communication skills.
- ◆ Communication as a strategic tool to improve organisational processes.

Participant Profile

The programme is suitable for senior and middle level managers of Government, Public, Private and Service Sector Organisations including Banks from all functional areas.

Programme Director

Prabhati Pati

Dates : 29 Jan–2 Feb 2018

Fee : ₹ 54,000/-
(US \$ 1840) +
Applicable Service Tax