

Managing and Supervising Diverse Behavioural Styles

The most effective managers and supervisors share a common competency – they possess above average interpersonal skills



Hone your insights into the strengths and key motivational factors of your team – build your skills in leveraging their talents

For Building High Performance Organizations

Hands-on Business Communication Workshops for Managers and Supervisors



An important competency for Management and Supervision roles is the requirement to interact effectively with their Boss, their Peers, and their Direct Reports. Management and Supervisory effectiveness is most reflected in the ability to co-ordinate and harmonize a group towards accomplishing goals.

Communicating effectively means that staff are adequately informed, sufficiently supported, and appropriately managed for optimum performance and productivity.

“You’re being judged – and evaluated – every time you speak”

This requires Managers and Supervisors who clearly understand their own personal Style, how it impacts those who report to them, and how best to adapt their Style while interacting with employees. The better they understand these interactions, the greater are their chances of improving cooperation, increasing output, and inspiring energized performance.

Managing people and relationships is one of the most demanding tasks and responsibilities common to all management and supervisory roles. Managerial skill in this vital area, more than anything, determines the success of an organization.

At the core of the Communication Styles Program is a stimulating and practical one-day workshop which provides you and your colleagues with clear understanding and useful insights into the Communication Styles which impact Management and Supervisory responsibilities from hiring and training, to performance management, coaching and retention.



Why your “people skills” will be the #1 driver of your success as a leader:



- Gaining buy-in and cooperation for your ideas
- Creating rapport, building trust and establishing credibility
- Understanding what uniquely motivates each of your staff as individuals
- Implement appropriately assertive communication that will add confidence to your words
- Engaging employees who are less interactive and participative in the work environment
- Understanding how conflict affects various individuals and how to more effectively manage it
- How I can influence others
- What communication and leadership skills do I need to learn?

Workshop Objectives

- Develop specific, intentional strategies on how you will manage employees differently based on a new, clearer understanding of their unique behavioural and motivational Style
- Understand your own natural Style (both its strengths & challenges) and learn how this impacts your role, responsibilities and communication effectiveness
- Identify the potential of individual staff and design strategies to support their involvement and inspire their development



Seminar Topics

Agenda includes:

- Understanding Communication Styles – why they work
- Learning the Four Styles and their unique behavioural patterns
- Developing skills in Style identification
- Understanding how conflict and tension impacts your communication and interactions
- Maximizing your ability to manage key communications effectively
- Enhancing others' receptivity to input and instructions
- Building practical knowledge and skills to improve your interactions and influence with others.

“The power of communication – listening and talking effectively – builds relationships and changes results”

Managers and supervisors are in a special position to make real behavioural knowledge pay off by accomplishing their goals with and through people. Daily they must respond to employee concerns and feelings, demonstrate trust and appreciation, motivate and energize appropriately, give direction, communicate effectively, balance their own autonomy with the participative needs of others, and through this all – demonstrate self-confidence and coping skills.

Through this interactive learning, self-analysis, small group projects, and hands-on practice, this one-day learning experience will provide practical and immediately useful insights.

Each participant will receive the following:

- A Communicating For Success Manual for both the workshop and reference thereafter.
- An individualized Communication Style Profile describing their own style and how they can practically demonstrate versatility with all of the styles.
- Communication Styles Profiles on 4 of your direct reports.
- Full day debrief for team participants (ideally for groups of 10 to 30).

