

Leading for Performance: Communicating with Purpose

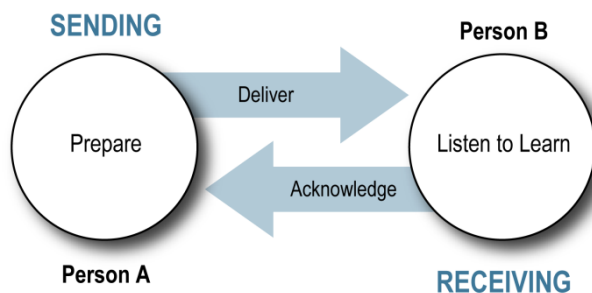


Without effective communication, all other leadership skills do not matter. Leaders must communicate effectively with employees to ensure work groups remain aligned with corporate and departmental strategies. Too often, leaders have poor listening skills and send unclear messages to their employees. Both parties frequently misunderstand each other and tend to disregard what each is trying to say. Every organization needs to have leaders in place who can effectively communicate.

Leading for Performance: Communicating with Purpose (LFP-CWP) provides the knowledge first-line and mid-level managers need to drive more effective one-to-one business communication with employees and colleagues.

The module focuses on the Communication Cycle and the behaviors and skills required for sending and receiving clear messages.

The Communication Cycle



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Program Outcomes

When leaders communicate effectively, their employees stay informed, participate, and add value. LFP-CWP helps organizations gain competitive advantage by training managers to communicate more effectively with their people, their peers, and their customers.

Learning Approach

LFP-CWP is a half-day instructor-led module that can be facilitated by Wilson Learning or a leader-trained in-house professional. This enables:

- Face-to-face interaction among the participants and with the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

Enabling Improved Performance

LFP-CWP uses the Communication Planner and Job Aid Card so participants can fine-tune and apply new skills and behaviors on the job. Involving management for support and coaching is important for a successful implementation. In some cases, additional individual coaching may be a useful option.

Measurement

Organizations that implement LFP-CWP have access to a broad range of tools to measure initial behavioral changes and business results. For LFP-CWP, one approach may be a web-based survey of participants' direct reports to identify the degree of change and the differences this change makes. More involved and thorough research options are also available.

Key Learnings Are . . .

Understanding Communication

Sending Clear Messages

Receiving Messages Clearly

Your Leaders Will Be Able To . . .

Apply a simple model for effective business communication

Methodically prepare and deliver messages that will achieve their purpose

Listen more effectively and acknowledge others' messages

Continued

Evaluation

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.