Communication Skills of Managers and Supervisors

New Book Available Today!

KarenHindsWSG

S.T.R.I.P Communication Strategy

S - Simple

T - Timely

R - Repeatable/repeat it

I - Important

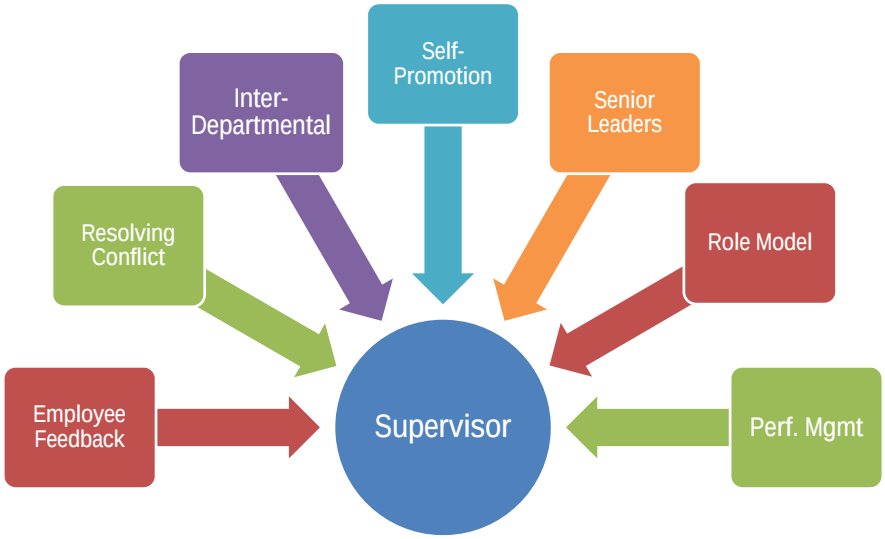
P - Personal

What's at Stake?

Leaders with effective communications skills produced a 47 percent higher return to shareholders over a five-year period.

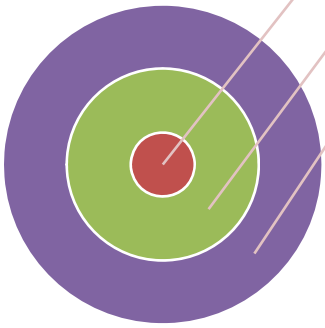
Holmes Report

Conversation Types



How We Are Communicating

What Is Being Received?



7% Spoken words

38% Voice/Tone

55% Body language

Communication Interferences

Culture

Styles

Politics

Stress

Values

Body language

The story in your head

3 Prerequisites for Effective Communication

Make It Practical

Get personal

Team building

Listen

or Queen

Make It Practical

or Queen

Repetition works.

Check for understanding.

Make it actionable.

Make It Practical

Follow through.

Model the behavior.

Be accountable.

WORKPLACE SUCCESS GROUP

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1. Identify the error.
2. Explain the cost implications.
3. Identify possible solutions.

Action Plan

WORKPLACE SUCCESS GROUP

Supervisor/Manager Bootcamp

- Find the courage to own the role
- Manage through change
- Build a high-performing team

GROUP AND INDIVIDUAL PROGRAMS AVAILABLE

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