

If you are a manager or supervisor, then you need High Impact Communication Skills for Managers and Supervisors to become the efficient and effective communicator your position requires of you.

Whether you are dealing with customers and clients or workers in the organisation, some of the communication skills you will need are:

- Making social small talk
- Listening effectively
- Communicating with different personality types
- Looking for hidden agendas
- Getting straight to the point
- Interpreting body language
- Handling complaints
- Dealing with criticism
- Differentiating between male and female communication styles

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ESSENTIAL MANAGEMENT GUIDES

HIGH IMPACT COMMUNICATION SKILLS

FOR MANAGERS
& SUPERVISORS

12 ESSENTIAL PRINCIPLES FOR GETTING
YOUR MESSAGE HEARD & UNDERSTOOD



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High Impact Communication Skills for Managers & Supervisors
– 12 Principles for Getting Your Message Heard and Understood

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1. Business 2. Communication

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INTRODUCTION

This guide for managers and supervisors will provide you with the high impact communication skills you need in order to create an efficient and effective climate in which your business can flourish.

When you become a leader, success is all about growing others. It's about making the people who work for you smarter, bigger, and bolder. Nothing you do anymore as an individual matters except how you nurture and support your team and create a positive communication climate.

In order to succeed in business today you need the ability to communicate with people both inside and outside your organization. In fact, if you're looking for a sure way of standing out from the competition in the market, improving your communication skills may be the single most important step you take. This includes focusing on and caring about your clients or workers, making every effort to get your message across in a way that is meaningful to them.

Your ability to communicate will influence people's perceptions of you. As a business professional and as your career advances and you achieve positions of greater responsibility and leadership within your organisation, communication will become an increasingly visible and important part of your job.

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Communications also carry concurrent messages about what is perceived and about judgments of the perceptions. There are also specific preferences for how these **perceptions** are shared. **Sensors**, when confronted with an idea, will concentrate on the specifics, they are literal and look for concrete data in any communication. So when dealing with a sensor, clarify and articulate details, be clear about facts and have a definite plan of action. Show evidence, give examples and be orderly – show the steps involved.

The **intuitive** person is an idea person. Don't bombard them with details and facts. They like to explore possibilities, happily spending time and energy working through solutions to problems. Present global schemes, the total concept, with the main idea first and not too many details unless asked. Indicate the challenges, possibilities and differences your idea will bring. And focus on the future benefits.

Just as perceptions are communicated in a radically different way, so too, **judgments** are expressed distinctly. **Thinkers** decide logically, tend to state their positions bluntly and don't show concern for the feelings of others. **Feeling** types, however, like harmony and are very aware of the likes and dislikes of others. Get to know the feeler before getting down to the task at hand. Pay close attention to how you communicate, not just the message – watch your body language and non-verbal signals.

Discussions should begin by mentioning points of agreement to demonstrate empathy and then differences can be discussed and negotiated. Show why an idea is valuable to others and how it will affect them. Be aware that feeling types may have difficulty in being critical and giving negative feedback.

When communicating with thinking types be brief, concise and do not ramble. List the pros and cons of each alternative. A calm and reasonable approach is called for. Be intellectually critical and objective and present emotions and feelings as facts to be weighed in the decision. Don't assume that feelings are unimportant to a thinker – they are just valued differently.

“I’ve learned that two people can look at the same exact thing and see something totally different.”

End of Sample

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