

COMMUNICATION SKILLS FOR MANAGERS WITH DISC®

1 DAY
COURSE

Effective communication is what sets great leaders apart. As a manager, you need to adapt your style to get the most out of different people while assertively providing direction through effective feedback.

This course will help managers and supervisors to communicate effectively using the DISC® Profile to understand their team and applying feedback, listening, questioning and non-verbal communication techniques.

This course supports the development of the following core competencies:

Communication
Active listening
Accurate self-assessment
Adaptability
Transparency
Self-management

This course is suitable for managers and leaders that want to improve their communication and feedback skills and gain a deep understanding of how to adapt their behaviours to get the best out of others.

LEARNING OUTCOMES

- Develop key communication skills and insight into how to inspire others.
- Improve your understanding of yourself and others by using DISC® Profile to recognise communication styles.
- Get the best out of your people by adapting your communication and management style to appeal to what motivates them.
- Understand the important role feedback plays in the workplace.
- Give positive and constructive feedback to your team members to help them develop their skills and succeed at work.

TOPICS COVERED IN THIS COURSE

Understand your DISC® Profile

DISC® a self-assessment that looks at both your behavioural and communication styles and helps you understand how to adapt to get the best out of others.

Build effective communication skills

Understand why successful communication is central to successful leadership.

Understanding barriers to effective communication

Communication gaps occur when the sender's message is not received the way it was intended, and understanding the barriers that cause these gaps will help you to prevent and overcome them.

Obstacles to listening

It is not only the sender who must overcome communication gaps; the listener must also be aware of how to manage potential obstacles.

Effective questioning skills

To get accurate and important information from your direct reports and manage performance – whether good or bad – you need to know how and why to use open, closed and clarifying questions.

Giving effective feedback

The content of feedback is not always positive, but its delivery should always be constructive. Constructive feedback is the most useful and beneficial to the receiver because it provides encouragement, support, corrective measures and direction.

The Situation-Behaviour-Impact (SBI) feedback model

Following this model when you provide feedback will help the receiver see what actions they can take to continue or improve their performance, change ineffective behaviour, and overcome obstacles.



Behavioural profile: The DISC® Profile

The DISC® Profile provides a common language that people can use to better understand themselves and to adapt their behaviours with others. It is a personal assessment tool used to improve work productivity, teamwork and communication.