

## BEST Leadership for Communication

Length: 1/2 Day

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### COURSE CONTENT

#### MODULE 1: INTRODUCTION & OBJECTIVES

- Program objective
- Effective Communications Skills

#### MODULE 2: FUNDAMENTALS

- Sending A Clear Message
- Build Trust and Loyalty
- Overcome Resistance To Change
- Asking Effective Questions
- Feedback

#### MODULE 3: SUPPORT

- Key Principles of Time Management
- Give And Receive Criticism – Avoid Going Defensive
- Bring Out The Best In Others

#### MODULE 3: CRUCIAL CONVERSATIONS

- Staying Cool In A Hot Conversation