



**PAUL
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Management
Solutions

Effective Communication

This is one of a number of bespoke training modules designed to improve the people management skills of your staff. These courses are designed to be interactive, fun and informative.

This is a one day workshop looking at the effective use of communication within a team environment.

Learning Outcomes

The key learning points for this workshop will be:

- Different learning styles
- The use of communication channels
- Stakeholder Management

Approach

The workshop will be split as follows:

Visual, Auditory, and Kinesthetic Learning Styles.

Attendees will undertake a quick self assessment to assess their learning styles and then discuss how those influence how to communicate.

Understanding Communication Channels.

We will look at examples of different communication channels that are available for use in the workplace and discuss how to develop approaches that meet all three VAK learning styles. We then look at typical scenarios within the workplace and discuss ways in which information could be delivered to staff within teams.

See over

Paul Kaerger Management Solutions

Leicester, UK

www.pkms.co.uk paul.kaerger@pkms.co.uk [@paul_pkms](https://twitter.com/paul_pkms) 07595 702878



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Measuring the Effectiveness of Communication

We look at what measures people can use to assess how well their messages have been understood. We will look at creating feedback mechanisms and how to create ways of allowing open and honest feedback in the workplace.

Knowing your key stake-holders

Using a real life example, we look at who the main stakeholders are and what their influence on the situation is. Attendees then work in groups to look at what communication was given to each stakeholder group, how effective it was and what could have been done better.

Developing a communication plan

Using the above elements, the attendee will be split into two teams and given different scenarios to work on to develop a communication plan around a set of core messages. The aim will be to identify the stakeholders to communicate to, the messages to use and the medium to deliver those messages by and to build a plan of the timeline of the scenario provided.

Finally, we will then look to add measures against the communication plan and build in measuring actions.

A review of learning points

Each workshop ends with a review of what has been learnt. In addition, I will ask attendees to discuss ways in which they can implement the lessons of the day into their work life and come up with three things they will do differently in their job.

End

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