

## **Description**

Being able to competently exchange information is a fundamental skill for every supervisor. While you may seldom need to give a high-powered professional-level speech or to write reports that are worthy of a Pulitzer Prize, it is important to be conscious of the many messages you communicate every day as part of your job. Make sure you are getting the maximum benefits from these communications.

## **Objectives**

After your training program, the trainees should be able to:

- Describe how to use active listening skills.
- Develop objectives around which to structure their communications.
- Design communications to suit the audience.
- Discuss the dangers and roadblocks caused by using biased language.
- Write stronger business documents.
- Deliver a well-developed speech.

## **Audience**

A supervisor's success depends, in part, on being able to effectively communicate with his or her employees and managers. In addition, supervisors often represent the company to customers and suppliers. Supervisors who can clearly communicate instructions, policies, and procedures better promote improved productivity and quality and keep conflicts and misunderstandings to a minimum.

## **Requirements**

There is no regulatory requirement for employers to provide training in communication skills. However, employees with solid communication skills benefit the employer through causing fewer misunderstandings and delays due to misinformation. Providing training on communication is a good practice to help employees improve their writing and speaking abilities.