

Communication Skills

Frontline leaders must be excellent communicators with their team, their peers, and their managers. This program will help you master effective listening skills, enhance communication methods, and practice the ability to constructively give and receive feedback.

Learning Objectives:

- Use the MRA communication model to effectively communicate with other people.
- Understand the strengths and weaknesses of your communication style and how to adjust to others for effectiveness.
- Give clear direction to others.
- Practice positive, active listening skills.
- Use non-defensive communication techniques for giving and receiving feedback.



CEUs:
0.7 (7 hours)

HRCI Credits:
7 HR (General)

SHRM:
7 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced frontline leaders from office, manufacturing, and service organizations
- Individuals who provide leadership, direction, and guidance to a work group but not officially “management” employees

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

800.488.4845

WISCONSIN
262.523.9090

MINNESOTA
763.253.9100

ILLINOIS
847.963.9860

IOWA/WESTERN ILLINOIS
309.764.8354



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Where HR Means Business.

Course Outline

- **Evaluate how workplace relationships affect communication**
 - ◆ Including your boss, direct reports, and internal and external peers
- **Understand what is involved in communication from a sender and receiver perspective**
- **Self-assess your listening skills and what is involved in being an active listener**
- **Discover how to ask questions to achieve greater understanding**
- **Know what is required to give clear directions**
- **Learn the components of an “I message” and how to use them in communicating with others**
- **Understand why people become defensive and how to communicate in a non-defensive manner**
- **Examine the best ways to give and receive feedback**

“ I have been to a few communication skills courses, and this one was by far the best I have attended. ”



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