

ACM Communication for Managers

Communications for Managers is designed to enable managers to recognize communication barriers and how to remove them. The program teaches a variety of listening techniques and explains positive reinforcing communication. Participants will recognize when and how to apply positive reinforcing communication as well as other methods covered in the program.

Outcomes of Course:

- Participants will be able to recognize communication barriers and methods of removing them
- Participants will be able to use a variety of Listening Techniques
- Participants will understand what Positive Reinforcing Communication is
- Participants will recognize when and how to apply Positive Reinforcing Communication

Course Outline:

Introduction – Communicating:

- Participant and Instructor Introduction to each other
- Activity 1: Lego Challenge (pairs)
- Activity 2: Discussion and writing on communication barriers and thought processes that contributed to success (Group)
- Lecture & Discussion: Mapping (pictorial note taking)

Listening Skills:

- Activity 3: Summarize Article using mapping
- Lecture & Discussion: How listening impacts communication

Positive Reinforcing Communication:

- Activity 4: Silent Tower 1 & 2
- Group Discussion: Explanation of Positive Reinforcing Communication
Positive Communication
Reinforcing Communication
- Activity 5: Silent Tower 3 & 4
- Activity 6: Role Play – Modeling Desired Communications