Core Competency Addressed in this Class:

Leading People

Use a range of oral communication skills effectively including communicating ideas and facts clearly, adjusting style to audience, active listening, and considering the impact of words and actions.

Core Competency Addressed in this Class:

Class Duration: One Day

Objective

The purpose of this class is to provide participants with an understanding of the key role that oral communication plays in managerial success, and give them knowledge and skills that will help them in communicating orally in the public work place or the community.

Desired Learning Outcomes

By the end of this class participants should be able to:

1. Introduce themselves in a manner that establishes their credibility
2. Identify and deliver one or two "motivating" messages that the audience might care about and consequently move the audience to take the desired action.
3. Describe how they will use words, visuals, listening and of nonverbal behavior to enhance their message delivery and enhance understanding.
4. Describe the critical roles and rules of conduct of both meeting leaders and meeting members that lead to more successful meetings.

Instructor:

Al Guyant is president of Guyant & Associates, Madison, Wisconsin, a training and consulting firm specializing in human communications and services. He is co-author of Manager's Tough Questions Answer Book and Beat The Press. He has more than 17 years experience in consumer affairs and public information with the state government agencies, and ten years experience as a newspaper reporter or editor with The Milwaukee Journal, Janesville Gazette and other news media.