

Effective Manager 3 : Communicating and giving feedback

Description de la formation

Most studies show that managers spend approximately 80% of their work hours engaged in communication, either with their team or with other people within and outside their organization. Therefore, a manager's success largely depends on how well they can communicate. This training session will teach you how to communicate with impact. At the end of the session, you'll have better communication and management skills to help you achieve results more effectively.

Objectifs pédagogiques

1. Recognize the importance and impact of communicating effectively
2. Adjust your communication style to different individuals and situations
3. Manage difficult communication situations courageously
4. Prepare and lead inspiring meetings and presentations
5. Give impactful feedback

Contenu

The foundations of communication

- How the communication process works
- Components of active listening
- Components of a verbal message
- Adapting the content of your message to the listener
- Delegating
- The four major communication systems
- Communication styles and their main characteristics
- Adapting your approach to people with different communication styles

Management-specific communication challenges

- Maintaining civility in the workplace
- Endorsing messages from upper management
- Asserting without attacking

Managing presentations and meetings

- Delivering interesting and inspiring presentations
- Managing meetings
- Planning meetings
- Structuring meetings
- Roles
- Strategies for successful meeting management

Feedback: potential and limits

- Why provide feedback?
- The limits of feedback
- Stages of intervention
- What to include in feedback

Feedback approaches

- Direct feedback
- Deferred feedback
- Diagrams of feedback models

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- Questioning techniques for employee empowerment

Managing difficult interactions

- Difficult employees and employees facing difficulties
- Having courageous conversations
- Managing resistance

Action plan

- Applying what I've learned

Méthodologie

- Exposé
- Démonstration
- Travail d'équipe
- Travail individuel
- Groupe de discussion
- Étude de cas
- Jeu de rôle
- Enseignement par les pairs
- Autoévaluation

Clientèle visée

All managers, including newly appointed managers and those who want to update their skills.

Particularité(s)

When this training is provided online : Our online training courses are interactive classes delivered virtually on Zoom. Participants must have access to a computer with a stable Internet connection as well as a camera, microphone and speakers. You must be willing to keep your camera activated throughout the course so that you can interact with the facilitator and other participants, and take part in the practical portion of the training. Participants who are not willing to turn on their camera may not be admitted to the course.

Formateur(s)

Gary Blainey

Gary est conseiller en ressources humaines agréé CRHA ainsi que coach certifié ACC de L'International Coaching Fédération (ICF). Son parcours professionnel l'a amené à se diriger vers la gestion des ressources humaines où il a œuvré principalement en développement organisationnel et formation dans les secteurs publics, parapublics et privés. Ce cheminement professionnel, lui a permis d'acquérir une très solide expérience dans la mise sur pied et la diffusion de programmes de formation axés sur le développement de compétences et l'accompagnement individuel auprès de gestionnaires et du personnel.

Durée

2 jour(s) pour un total de 14 heure(s).

Coût par participant en formation publique

1037 \$

Prochaines dates en formation publique

Effective Manager 3 : Communicating and giving feedback

29 et 30 octobre 2025 (Montréal)

6 et 7 mai 2026 (Montréal)

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