



## Mastering Communication, Coordination & Leadership

Enhancing Leadership & Supervisory Skills

### ► Upcoming Sessions

19-23 Aug 2024	London - UK	\$5,950
23-27 Sep 2024	Vienna - Austria	\$5,950
16-20 Dec 2024	Kuala Lumpur - Malaysia	\$5,950
17-21 Feb 2025	London - UK	\$5,950
21-25 Apr 2025	Dubai - UAE	\$5,950
18-22 Aug 2025	London - UK	\$5,950

### ► Training Details

#### Training Course Overview

Excellent communication is the key to successful team working, work efficiency and seamless innovative leadership. Working effectively with others enables organizations to grow and prosper in this highly competitive marketplace. Poor communication is also the primary cause of conflict within the modern day work space. This highly interactive Anderson training course investigates the psychology of crystal clear communication, high performance teams and principled leadership.

Through the use of discussion, group exercises, and video techniques this fun, and demanding training course examines in detail what is happening in the workplace, investigates potential solutions, offering delegates solutions to their own workplace challenges.

#### Training Course Objectives

**By attending this Anderson training course, delegates will be able to:**

- Enrich your communication and behavioural skills, utilizing them both personally and professionally
- Understand and use the essential skills necessary to become an effective coordinator
- Develop and enhance your leadership skills
- Create a greater understanding of your own strengths and challenges and how they impact on others
- Develop your influencing and motivational skills

#### Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- ▶ Those taking the first steps into a career in management
- ▶ Anyone who wishes to improve the relationship and communication skills
- ▶ Team leaders
- ▶ HR professionals
- ▶ Team Leaders interested in further developing their management skills
- ▶ Managers/Heads from a variety of departments who, as part of their role, need to perfect crystal clear communication models
- ▶ Senior staff members who wish to enhance their career progression
- ▶ Pitch and negotiation professionals
- ▶ Internal and external consultants who are client facing
- ▶ Professionals within more analytical roles who need to influence others in a positive way

## ▶ Training Details

### Day One: Understanding your Personal Style and Strengths

- ▶ Self-awareness: understanding your strengths and challenges
- ▶ Psychometrics: the art of personal profiling
- ▶ Leadership style: how do you work with your team?
- ▶ Assessing your abilities as a coordinator
- ▶ Discovering your preferred team role
- ▶ Your own communication style in dealing with others

### Day Two: Developing your Communication Skills

- ▶ The four C's model of communication
- ▶ Connecting: Gaining rapport and building credibility
- ▶ Consulting: Effective questioning and listening skills
- ▶ Ways to be more convincing and overcoming conflict
- ▶ Negotiating agreement and getting a win-win

### Day Three: The Skills of the Effective Organiser and Coordinator

- ▶ Dealing with distractions: understanding the value of your time
- ▶ Prioritisation or procrastination: how to master both
- ▶ Setting and communicating goals
- ▶ Working together to achieve your goals: the secrets of great team working
- ▶ Essentials of project management for managers
- ▶ Coordination activities in the digital age; tools and techniques

### Day Four: Practical Communication Skills for the Modern Leader

- ▶ Building agreement through the skills of influence
- ▶ How to present your ideas, plans and projects well
- ▶ Delivering your message clearly, confidently and with impact
- ▶ How to manage a meeting of your team or stakeholders
- ▶ Using online tools and techniques for real-time communication

### Day Five: Communicating, Coordinating and Leading

- ▶ Creating a communication plan for team and staff
- ▶ The rules of written communication
- ▶ Using feedback and coaching to drive performance
- ▶ Case study: communicating, coordinating and leading in practice
- ▶ Personal action planning

## ▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

## ▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

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