

# Effective Communication for Supervisors

## Course 905: Effective Communication for Supervisors

Covers how to use verbal and written communication tools. Explains how to motivate personnel through effective communication. Discusses how to organize written communication, best utilizing the elements of writing—parts of speech, phrases, clauses, sentences, structure, punctuation, and syntax. Gives examples of business writing used for reporting progress and motivating employees.

TPC Training is accredited by IACET to offer **0.7 CEU** for this program.



### Lesson 1: Communication Objectives

#### Topics

How Communication Works; Training New Employees; Learning About Your Crew; Setting an Example; Giving and Receiving Instructions; Motivating Your Crew; Using Communication Tools; Speaking on the Telephone; Publishing in the Company Newsletter; Giving and Taking Interviews

#### Objectives

- Explain how communication works.
- Explain how to use the various communication tools.
- Give examples of effective telephone use.
- Tell how to give and receive instructions effectively.
- Demonstrate effective interview techniques.

### Lesson 2: Verbal and Nonverbal Communication

#### Topics

Understanding the Surrounding Circumstances; Understanding the Receiver's Background; Understanding Nonverbal Language; Working with Language; Language Growth; Building Word Awareness; Phrasing the Message; Understanding Varied Meanings; Understanding Other Verbal Clues; Understanding Levels of Language; Words for Maintenance Workers; Changes in Workplace Vocabulary

#### Objectives

- Describe the importance of context in communication.
- Describe how a receiver's background affects the message.
- Define and give examples of nonverbal language.
- Describe ways to improve vocabulary.
- Explain the importance of precise word choice.

### Lesson 3: How to Listen

#### Topics

Listening is Important; What Makes a Poor Listener; What Good Listening Means; Head Off Trouble by Listening; How to be a Good Listener; The Importance of Getting Feedback; Asking Questions and Paraphrasing; How to be Open to New Ideas

#### Objectives

- Tell how to be a good listener.
- Explain what makes a poor listener.
- Give techniques for identifying problems through good listening.
- Explain the importance of getting feedback.
- Show how to ask questions and paraphrase.

### Lesson 4: Communication Maintenance

#### Topics

What You Need to be a Supervisor; Oral Communication Skills; Making Sure Your Instructions are Clear; Handling Bad News; Motivating Your Crew; Communication Maintenance; How Language is Understood; Checking Your Language Skills; Developing Your Vocabulary; Listening as a Supervisory Skill; Asking for Feedback; Management Vocabulary

#### Objectives

- Give techniques for developing a management vocabulary.
- Tell how to check and maintain language skills.
- Show how to make sure instructions are clear.
- Explain how communication can motivate a crew.
- Give techniques for improving listening as a supervisory skill.

### Lesson 5: Planning Your Writing

#### Topics

Determining Your Purpose; Writing to Inform; Persuasive Writing; Knowing Your Audience; The Audience's Effect on What You Write; Point of View; Tone; Prewriting; Organizing Your Writing; Writing to Motivate; Think Before You Write

#### Objectives

- Tell how to determine the purpose for writing.
- Explain why it is crucial to know the audience.
- Give examples of a writer's point of view.
- List techniques used in prewriting.
- Describe how to organize a written piece.

### Lesson 6: The Mechanics of Writing

#### Topics

Syntax; Syntactical Problems; Passive and Active Voice; Parallel Structure; Punctuation; Stoppers; Interrupters; Introducers; Commas

#### Objectives

- Explain the importance of syntax.
- Compare the passive voice with the active voice.
- Recognize parallel structure.
- Identify the different types of punctuation.
- Give examples of comma usage.

### Lesson 7: Business Writing

#### Topics

Using Writing Effectively; Communicating Email; Email Memos; How Email Memos are Planned; Email Memo Format; Letters; Letter Format; Reports; Report Format; Progress Reports; Recommendation Reports

#### Objectives

- Give examples of memo, letter, and report format.
- Explain how to use and write a memo.
- Explain how to use and write a letter.
- Explain how to use and write a report.