



# Eat the Elephant

## 'Helping people achieve the objective'

### Essential Management Development skills

## Communication Management Excellence

### Who is it for ?

Managers who are responsible for delivering information and knowledge to individuals, teams and business.

### What is it about and what will it do ?

Develops knowledge and understanding of communication as required by a practicing manager or team member.

### Typical Objectives

Understanding communication theory, concepts and practice.

Communication effectively in writing.

### Indicative Outline Content

- **Communication theories, including the communication cycle and overcoming barriers**
- **Different types of communication, including oral, written, visual and electronic and their relative advantages and disadvantages.**
- **Non-verbal communication – body language and facial expression**
- **Business language – including tone, style and vocabulary**
- **Need for feedback, and implications of no feedback**
- **Value of the written word and the importance of objectives and the reader(s)**
- **Letters, memos, reports, e-mails or other forms of written communication in use within the organisation**
- **Planning for writing, including use of available information and the needs of the recipient**
- **Tone, language, level of formality,**
- **Image, structure, layout conventions including “house styles”**
- **Inclusion of statistical/visual materials and appendices in reports**

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