



Results-Oriented Communications

When there is work to be accomplished it is vital to develop, execute and successfully complete the planned work. In the rush and chaos of work life, as pressures mount and time frames are compressed, it is easy to focus on the content, and forget the importance of consistent, effective two-way communications and relationship building. Success for anything other than the most modest activities requires communications with all affected groups and individuals, influencing decision makers and ensuring messages are not confused. This course examines communications concepts, processes and tools that enables someone to work effectively with teams, management and clients in delivering results.

Course Benefits

By taking this course you will be able to:

- identify task-oriented communication needs
- use a variety of approaches to develop and deliver your message effectively to progress, monitor and report on work activities
- recognise common difficulties in communicating your message and in understanding others, and working the issues through effectively
- recognise the style and informational needs of decision makers, and craft your message to increase your ability to influence them
- create and use communications and stakeholder management plans

Target Audience

Anyone interested in developing awareness of and skills in clearly communicating to obtain results from others. Examples include anyone involved in developing, executing and communicating work activities that involve teams and other stakeholders. This course is highly applicable to CEOs, CFOs, project managers, Directors on boards and anyone else who must achieve results with the involvement, support and acceptance of others.

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Syllabus Overview

Principles of Communication

- Sender/receiver model
- Different forms of communication
- Ways to ensure successful communications
- Communications barriers
- Cultural considerations

Communicating Effectively

- Rules for effective communications
- Choosing your form of communication
- Communications vehicles (e.g. email, web sites)

Decision Making Styles

- The different styles
- How to persuade decision-makers!

Project-Specific

Communications Activities

- Project Communications activities
- Communications Planning
- Project documentation
- Performance reporting
- Project manager communication responsibilities
- Influencing and creating results within an organisation

Stakeholder Management

- Stakeholders analysis
- Managing stakeholders
- Stakeholder Influence/Impact Matrix
- Stakeholder Management Plan

Prerequisites

None

Duration

1 Day