



Center
for
Lifelong
Learning

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Communications Skills for Managers

Course objective: Utilize techniques to improve communication skills by increasing reading, writing, speaking, and listening proficiency.

Your company benefits when:

- ◆ Managers become more effective by increasing their reading, writing, speaking, and listening proficiency
- ◆ Managers communicate concisely and correctly and avoid misunderstanding

This is a guide to clear, precise business communication. By learning to communicate clearly and precisely, employees will never again have to worry that something they said or wrote will be misunderstood. They will find that people will respond more positively to their reports, memos, and presentations. They will interact more effectively by learning to listen actively. Interviewing will be more productive and resolving conflicts will actually be constructive.

Participants will learn how to:

- ◆ Master the techniques of public speaking, from initial planning to actual presentation
- ◆ Express ideas clearly and concisely in every written report and proposal
- ◆ Understand and use body language, feedback, and “active” listening as tools of effective communication
- ◆ Evaluate their listening habits and build on their strengths

Instructors: All instructors meet the College’s instructor evaluation process.