

Communication and Emotional Intelligence for Managers

Leading Self; Leading Others

As a manager, your role is to help others succeed. This involves open, two-way communication: knowing how to listen properly, to understand, to support and encourage, and to provide constructive feedback. The way to become a better leader is to be honest in your own self-reflection, to seek feedback about your style, and to choose to improve your Emotional Intelligence.

This program is designed for managers who wish to enhance their careers by sharpening their leadership impact. In an engaging learning environment, you will deepen your understanding of how to be an effective leader and communicator **from the inside out**. The program's unique "**leading self**" focus will encourage you to reflect on *why* you communicate the way you do, and to make commitments to enrich your approach.

Note: early registration is advised for this popular program.

Takeaways

- Uncover and define your own leadership and communication style
- Increase your self-awareness and understand how your actions and words affect others
- Use communication as an extension of interpersonal skills and personal, self-regulated leadership choices
- Open the communication channels by listening with deep understanding
- Recognize what motivates others and communicate to them with empathy, according to their needs
- Inspire people by appealing to their values
- Deliver helpful and supportive feedback, and seek feedback for oneself

Special Features

This program is designed to develop real-world skills, while deepening your self-awareness. It employs a dynamic mix of group discussions, activity-based development and feedback to help you reach your potential.

Program Content

- Developing Emotional Intelligence
 - How to become more self-aware
 - Monitoring emotions and controlling defensive impulses
 - Aligning your actions with your values
 - Clarifying the line between managerial compassion and holding team members accountable
- The Johari Window: absorbing and sharing information relevant to more effective, open, two-way working relationships
- Bolman and Deal's 4 Frames: choosing the best approach to given situations
 - Balancing your leadership competencies
- Understanding how hierarchy and power affect the way you come across to others
 - Choosing types of power that will garner commitment and avoid negative reactions
- Practicing active, engaged listening
- The art of giving and receiving feedback
- Building trust and respect through dialogue guided by Emotional Intelligence

Audience

This program is suitable for any manager who wants to communicate and lead more effectively.

Program Leader

Tracey Gurton is a popular lecturer in Organizational Behaviour and Management at the Sauder School of Business. Her areas of expertise include organizational culture, leadership, building and managing teams, motivation, and change management. She also accepts custom client engagements, delivering professional development programs that help your company be a better place to work. Recognized for teaching excellence, she is known for her enthusiastic, engaging and caring teaching style that brings theory to life with practical examples and experiences.

To Register

Executive Education

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