Communicating for Success: Doing More, Going Further to Engage our Teams
Manager Communication Training Module

BACKGROUND FOR PRESENTER
February 2015

Objectives/Intent:
- This presentation is designed to give people managers a basic grounding in effective communications. It is appropriate and useful for any people manager. Training managers to communicate more effectively will pay-off as our front-line teams are better informed and more engaged.

- Ideally participants gain a basic grounding in the "what" and "how" of communication, and that it is a critical part of their role. Also they should understand communication need not be "hard" and should understand it's a process, not a product.

Timing:
- The training can be done in as little as an hour when needed. Ideally you should have 90 minutes to two hours to allow for adequate group discussion. There are two group exercises at the end of the session that will reinforce the points made.

- In experience – an hour is time to cover the presentation material and a fair pace and answer questions, but may not be enough time to cover the exercises. That said – in general we have found hour-long sessions easier to schedule so better that managers are at least exposed to the presentation.

Presentation materials:
- The slides are set up to be visually interesting but extremely "text-light" to encourage active participation and dialogue. Many of the slides also include animation or builds – you should show it in PPT presentation mode. It's a good idea to run through it a few times before the session to see where the builds are.

- We have found it a valuable use of time to share some details on Yammer and Landing Pad in these sessions. Time spent on that section of the presentation can vary by experience level of the group – but we have now included here as two tools about which managers should be aware and which they should leverage.

Details on speaker notes:
- The notes attached can be a good guide to be sure all points are covered. You should of course make this your own.

- Notes for you, to guide your presentation, are in *red and italicized font*.

- Any areas where you may want to solicit input from the trainees are also in *red and italics and further highlighted in yellow*.

- Where text on a slide is specifically called out in speaker notes, it is **bolded**.