

UMS Supervisor Development Institute Effective Communication

Purpose

The purpose of the *Effective Communication* module is to provide supervisors with background, tips, and practice in effective communication skills.

Learning Objectives

As a result of participating in this workshop, supervisors will:

- Identify the key components of good communication—attitude, non-verbals, listening, questioning, and speaking (including email)
- Assess their communication style and determine ways to improve
- Explore best practices for giving feedback
- Create and commit to a plan for improvement in each of the communication areas

