

Communicating Up

Course Summary

Communicating Up provides the tools necessary to help employees understand a senior manager's communication style, deliver bad news with grace, communicate group or employee achievements, and maintain the manager's attention during a meeting. With a focus on preparation and clear commitments, Communicating Up can help every experienced managers build a more effective process for communicating and collaborating within the organizational hierarchy.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings