MERCURY

Leadership Communication Skills for Managers

3 – 7 May 2027
Geneva (Switzerland)



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Leadership Communication Skills for Managers

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Introduction

Effective leadership communication is a critical driver of organizational success, influencing employee engagement, team alignment, and strategic execution. This Leadership Communication Skills for Managers course equips managers with advanced communication techniques that enhance clarity, persuasion, and professional influence in diverse workplace environments. Participants will explore structured approaches to verbal and nonverbal communication to ensure their messages are understood and acted upon effectively. The program emphasizes practical frameworks for delivering feedback, managing conflicts, and leading high-performing teams through clear communication strategies. It addresses modern challenges such as cross-cultural communication, remote team collaboration, and the effectiveness of digital communication. Managers will be able to communicate with confidence, inspire teams, and drive measurable improvements in performance and collaboration.

Targeted Groups

This Leadership Communication Skills for Managers training targets professionals seeking knowledge and skills:

- Mid-level managers are responsible for team coordination
- Senior executives aiming to strengthen leadership influence
- Team leaders managing cross-functional teams
- HR professionals supporting leadership development initiatives
- Project managers handling stakeholder communication
- Supervisors seeking to improve team engagement
- Professionals transitioning into leadership roles
- Business leaders managing remote or hybrid teams

Course Objectives

Participants will achieve the following objectives by completing the Leadership Communication Skills for Managers course:

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- Understand core principles of effective leadership communication
- Develop clear and structured communication strategies
- Enhance verbal and non-verbal communication techniques
- Apply active listening skills in managerial contexts
- Deliver constructive feedback with confidence and clarity
- Manage difficult conversations professionally
- Improve team communication and collaboration outcomes
- Adapt communication styles to diverse audiences
- Strengthen persuasive and influencing communication skills
- Utilize communication tools for remote team management
- Address communication barriers within organizations
- Build trust through transparent and consistent messaging
- Align communication with organizational goals and vision
- Improve decision-making through effective information sharing

Targeted Competencies

Participants will gain the following competencies during the Leadership Communication Skills for Managers program:

- Strategic communication planning
- Professional verbal communication skills
- Advanced listening and interpretation abilities
- Conflict resolution and negotiation skills
- Emotional intelligence in communication
- Persuasion and influencing techniques
- Cross-cultural communication awareness
- Feedback delivery and performance communication
- Team engagement through communication
- Digital and virtual communication proficiency
- Stakeholder communication management

Studying Scenarios

In this Leadership Communication Skills for Managers training, participants develop skills through the following scenarios:

- Handling difficult employee conversations
- Leading team meetings with clarity and structure
- Resolving workplace communication conflicts
- Delivering performance feedback sessions
- Communicating organizational change effectively
- Managing remote team communication challenges
- Influencing stakeholders in strategic discussions

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Course Content

Unit 1: Foundations of Leadership Communication

- Define leadership communication and its impact on business performance
- Understand the role of communication in managerial effectiveness
- Identify key communication models used in leadership
- Explore the communication process and common barriers
- Analyze the importance of clarity and message structure
- Recognize the impact of tone, language, and delivery style
- Understand communication alignment with organizational strategy
- Evaluate communication effectiveness in different leadership contexts

Unit 2: Verbal and Non-Verbal Communication Skills

- Develop clear and concise verbal communication techniques
- Use structured messaging for professional communication
- Understand the importance of voice tone and articulation
- Apply body language effectively in leadership situations
- Interpret non-verbal signals in workplace interactions
- Align verbal and non-verbal communication for consistency
- Enhance presentation and public speaking skills for managers
- Build confidence in delivering messages across different settings

Unit 3: Active Listening and Interpersonal Communication

- Understand the principles of active listening in leadership
- Apply listening techniques to improve team communication
- Identify barriers to effective listening and overcome them
- Use questioning techniques to enhance understanding
- Build trust through attentive and empathetic listening
- Improve one-on-one communication with team members
- Strengthen interpersonal communication skills for managers
- Analyze feedback and respond constructively

Unit 4: Feedback, Conflict Management, and Difficult Conversations

- Deliver constructive feedback using structured approaches
- Understand the importance of timely and specific feedback
- Manage performance discussions with professionalism
- Identify sources of workplace communication conflict
- Apply conflict resolution strategies effectively
- Conduct difficult conversations with confidence
- Maintain professionalism in pressure situations
- Build positive outcomes from challenging discussions

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Unit 5: Advanced Communication Strategies for Managers

- Develop persuasive communication and influencing skills
- Communicate effectively with senior stakeholders
- Adapt communication for cross-cultural environments
- Manage communication in remote and hybrid teams
- Utilize digital communication tools efficiently
- Lead organizational change through effective messaging
- Align communication strategies with leadership goals
- Measure and improve communication effectiveness

Final Insights & Key Takeaways

Strong leadership communication skills empower managers to influence outcomes, build trust, and drive team performance. Mastering structured communication strategies ensures long-term success in managing teams and achieving organizational objectives.