



# LEADERSHIP 'MUST-HAVE' SKILLS FOR MANAGERS AND SUPERVISORS

COMMUNICATION STRATEGIES FOR TODAY'S LEADERS

**Lead and others will follow. The question is – will that be in a POSITIVE or NEGATIVE way?** There has never been a more important time for leaders to choose their communication, both verbal and non-verbal more carefully. All eyes (and the direction, success, and productivity of your organization) are on YOU. How well will you handle that?

**In this powerful, insight-fueled, game-changing interactive experience**, communication expert Dr. Susanne Gaddis shares the tips, tools, and strategies you need to deliver empowered feedback, constructive criticism, and create a cohesive, cooperative and creative team.

## LEARNING OBJECTIVES

**In this dynamic, interactive presentation you'll learn how to:**

- Recognize WHICH people need more feedback than others
- Create a culture of collaborative and constructive dialogue
- Accelerate performance by delivering effective feedback
- Decipher which words to use and which to lose to accelerate your effectiveness as a leader and role model
- Use powerful clarifying statements to ensure clear understanding
- Use "reflective listening" skills so others know they are HEARD
- Build healthy, empowered, and positive relationships in the workplace
- Understand the 10 reasons why people don't share feedback (and what to do next)
- Re-engage and re-energize your listener
- Create a cohesive and engaged team within your organization

**Ready to be the kind of leaders others can't WAIT to follow and model?** Invite Dr. Susanne Gaddis in for your next leadership retreat or event to inspire, motivate, entertain and most importantly, leave your team with the 'must have' skills and insights for taking your organization to the next level – and further!

**Motivational Keynote Speaker and CEO of The Communications Doctor, DR. SUSANNE GADDIS, PHD, CSP, CEO** is an internationally-known interpersonal communications expert. With hands-on, results-producing strategies, tools, mindsets and solutions – she delivers game-changing programs that will have your audiences raving and adopting positive change for years to come!

SHARPEN YOUR LEADERSHIP SKILLS AND INSPIRE COMMITMENT, TEAMWORK AND COOPERATION

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