

Consulting and Training | Reach New Heights

Course Name

Communication Skills for Managers Masterclass

Sector Name

Management And Leadership

Document Type

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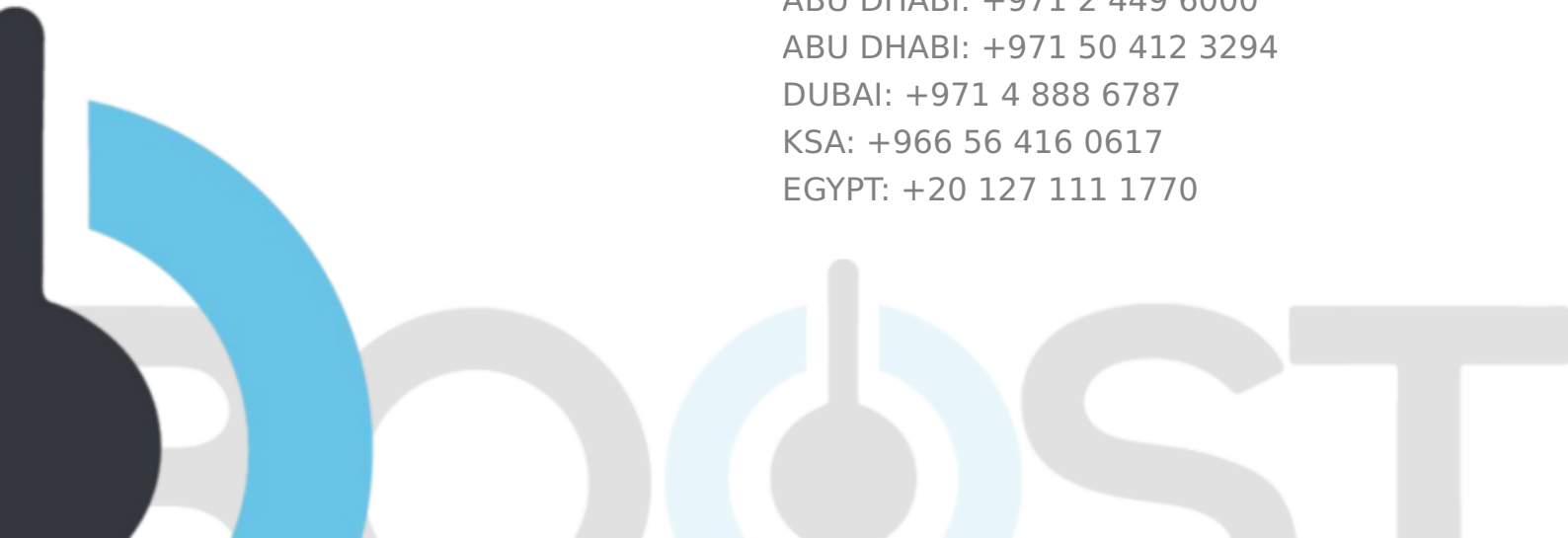
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Communication Skills for Managers Masterclass

Course Introduction

Managerial communication excellence has evolved from operational exchanges to a strategic leadership discipline that directly shapes organisational outcomes, stakeholder alignment, team psychology, and execution success. This advanced masterclass explores the science and strategy behind high-impact communication in management, emphasising behavioural intelligence, message architecture, influence frameworks, conflict containment, trust building, and communication-led performance acceleration. Participants will learn how to design communication ecosystems that enable clarity, accountability, and measurable results across teams.

Designed by **BOOST Consulting & Training**, this program integrates advanced frameworks for leadership communication, stakeholder influence mapping, team dialogue optimisation, culture-aligned messaging, behavioural adaptability, engagement-to-performance linkage, communication metrics, and applied managerial communication strategy labs. The masterclass is immersive, data-informed, and simulation-driven, ensuring participants can translate strategic communication into sustained workplace performance without exams.

Communication Skills for Managers Masterclass

Target Audience

- ✓ Mid to senior-level managers
- ✓ Team leaders and supervisors
- ✓ Department heads and functional leaders
- ✓ Managers responsible for performance delivery and cross-team alignment

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Learning Objectives

- ✓ Master advanced communication theories and leadership influence models.
- ✓ An architect structured managerial messages using strategic communication design.
- ✓ Apply behavioural intelligence in communication to drive engagement and performance.
- ✓ Deliver feedback using advanced neuroscience-based and coaching-aligned models.
- ✓ Lead organisational communication alignment across multi-stakeholder environments.
- ✓ Communicate decisions, change, and expectations with executive-level influence.
- ✓ Contain and de-escalate conflicts using advanced dialogue containment frameworks.
- ✓ Build measurable communication metrics linked to engagement and performance.
- ✓ Design and present a Managerial Communication Influence & Execution Blueprint.
- ✓ Elevate team communication ecosystems using accountability, trust, and clarity frameworks.

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Course Outline

✓ DAY 01

Managerial Communication Foundations

- ✓ Role of communication in managerial excellence
- ✓ Managerial communication styles, archetypes, and leadership presence profiling
- ✓ Barriers, cognitive biases, and friction drivers in workplace communication
- ✓ Trust, transparency, and clarity models in team messaging

Methodologies:

- ✓ Communication Maturity Model for Managers
- ✓ Leadership Presence Communication Archetypes
- ✓ Message Impact Sequencing (Intent → Delivery → Perception → Outcome)

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Course Outline

✓ Day 02

Structured Communication for Clarity & Influence

- ✓ Strategic message structuring models (What → Why → Impact → Next Step)
- ✓ Influence communication methodology vs positional authority communication
- ✓ Managerial storytelling frameworks for engagement and performance
- ✓ Communication benchmarking using the most recent applied standards

Methodologies:

- ✓ Strategic Message Architecture Framework
- ✓ Rational-Emotional Influence Communication Model
- ✓ Message Framing Pyramid (Audience → Purpose → Insight → Action → Result)
- ✓ Managerial Persuasion & Buy-In Blueprint

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Course Outline

✓ Day 03

Listening, Feedback & Dialogue Optimization

- ✓ Listening intelligence, behavioural listening layers, and response control
- ✓ Performance acceleration feedback models (coaching-aligned, outcome-driven)
- ✓ Emotional intelligence in managerial dialogue and psychological safety loops
- ✓ Reducing feedback friction and defensive communication

Methodologies:

- ✓ Active Listening Maturity Scale
- ✓ Feedback Delivery Sequencing Model
- ✓ Friction-Free Feedback Framework
- ✓ Managerial Dialogue Optimization Canvas

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Course Outline

✓ Day 04

Conflict Communication, De-Escalation & Pressure-Proof Dialogue

- ✓ Conflict communication risk indicators and early containment communication
- ✓ De-escalation language patterns and message containment strategies
- ✓ Pressure-proof communication frameworks for uncertainty and resistance
- ✓ Communication patterns that prevent burnout and team disconnect

Methodologies:

- ✓ Difficult Dialogue Containment Model
- ✓ Conflict Communication Risk Scale
- ✓ De-Escalation Message Sequencing Framework
- ✓ Pressure-Proof Managerial Communication Protocol

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Course Outline

✓ Day 05

Organizational Influence, Stakeholder Alignment & Communication ROI

- ✓ Stakeholder communication influence models (Power-Interest-Impact-Tone matrix)
- ✓ Strategic internal alignment communication for decisions and expectations
- ✓ Culture-aligned communication frameworks across departments
- ✓ Measuring communication effectiveness and engagement-to-performance ROI

Methodologies:

- ✓ Stakeholder Influence Communication Matrix
- ✓ Managerial Communication ROI Model (Behaviour → Engagement → Performance)
- ✓ Communication KPI Dashboard Design
- ✓ Managerial Communication Influence & Execution Blueprint

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 12, 2027	April 16, 2027	5 days	4250.00 \$	UAE , Dubai
July 19, 2027	July 23, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 26, 2026	Oct. 30, 2026	5 days	4950.00 \$	England , London
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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