

# Communication Skills for Leaders

 1 day Virtual Course

## COURSE DESCRIPTION

Overcome barriers to effective office communications. Develop strategies to increase your ability to be understood by identifying your own communication style and that of others. Explore methods of interpreting verbal and nonverbal feedback and the use of appropriate repetition to clarify communications. Communicating during periods of change can create conflict; participants will examine methods to best communicate during times of transition.

This course uses lectures, discussions, and small group exercises focused on building the following competencies: leadership, supervisory skills, effective communication, developing effective vision, and innovation.



## WHAT YOU WILL LEARN

- Examine the importance of good communication in managing self and others
- Identify both the positive and negative factors affecting good communication
- Select the appropriate media to use in communicating your message
- Explore how nonverbal behavior affects the quality of your communication
- Develop strategies for communication in times of transition
- Understand the components necessary for effective interpersonal relationships in a virtual environment



## WHO SHOULD ATTEND

**Supervisors and Managers in the RMI Government** who directly or indirectly manage others can benefit from this training. This program can benefit those who provide direction and leadership to staff without direct reporting authority, such as project leaders or matrix managers.



## HEALTH & SAFETY PROTOCOLS

For all on-site training in the insular areas, the Graduate School USA's Pacific and Virgin Islands Training Initiatives (PITI-VITI) works closely with local training hosts to ensure that participants, instructors, and training support staff enjoy a safe learning experience. Full details of our health and safety guidelines are available [here](#). Please contact us at [info@pitiviti.org](mailto:info@pitiviti.org) with any questions.



**February 28, 2023**  
10 :00 a. .m. – 3:00 p.m.



**4 CPE Credit**  
*Virtual Delivery*

**Contact: Rachael Baack**



**SEND EMAIL**

[rmipfmtraining@gmail.com](mailto:rmipfmtraining@gmail.com)



**ADD TO CALENDAR**

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**REGISTER NOW**

<https://learn.pitiviti.org/159>



## TUITION FEES

With funding support from the Project to Strengthen Budget Execution and Financial Reporting Systems (PFM) courses are available free of charge for RMI government PFM professionals. The course fee is waived and there is no cost to register and attend. Professionals who do not meet the above criteria, please contact [info@pitiviti.org](mailto:info@pitiviti.org).

## COURSE DATE AND TIME

This virtual course is for the Republic of the Marshall Islands government employees. Specific training times are listed below:

*February 28, 2023      Virtual Delivery      10:00 AM – 3:00 PM (1 hour Lunch Break)*

## INSTRUCTOR

### Le'Angela Ingram

Ms. Ingram develops and provides training and management consulting and facilitation services for organizations across the federal sector as well as for private sector clients. Her areas of specialty include Leadership Development; Cultural and Workforce Diversity, Instructor Development; Team Building; Effective Meetings; Emotional Intelligence; Resilience, Change Management; Conflict Resolution; Cross-Gender Communication and Sexual Harassment, Emotional Intelligence; Customer Service and a host of other courses. Ms Ingram is the principal author of more than 50 curriculum packages in the above areas in use across the United States, Africa, and Japan. Ms. Ingram holds a Bachelor of Business Administration from Howard University and a Master's Degree in Organization/Human Resource Development from Johns Hopkins University. She also completed two Hopkins Fellowships in Change Management and Women, Leadership and Change. She is certified by Williams Bridges, Leading Change, Toronto, CA, MBTI, and Emotional Intelligence- 360 Feedback, Otto Kroger Associates. Certificate as Sherpa coach.

