Communication for Leaders

Listen actively, communicate with clarity and influence stakeholders as a leader.

DURATION	FORMAT	LEVEL
15 hours	Onsite, online or hybrid	Intermediate

About this programme

Strengthens the communication skills managers rely on most: active listening and empathy, clear and persuasive messages, difficult conversations and feedback, and adapting to different audiences, ending with a personal improvement plan.

Who it is for: Managers, team leads and emerging leaders

What your team will be able to do

- Listen actively and use empathy to build trust
- Structure clear, concise messages and manage tone and body language
- Persuade stakeholders and gain buy-in for ideas
- De-escalate conflict and give feedback with the SBI model
- Set SMART goals for your own communication

Before you start

- Currently leading a team or a cross-functional project

Course outline

1. Active listening and empathy

- Self-assessment of your current communication skills
- Why active listening matters in leadership
- Techniques to improve focus and avoid distractions
- Empathy for building trust and understanding team needs

2. Clarity and influence

- Structuring clear, concise messages
- The impact of tone and body language
- Presenting ideas persuasively to gain buy-in

3. Conflict and feedback

- Managing difficult conversations and de-escalating conflict
- Constructive feedback with the SBI (Situation-Behaviour-Impact) model
- Staying objective

4. Cross-functional communication and action planning

- Adapting communication for senior leaders, peers and team members
- Building a personal communication improvement plan
- Setting SMART goals

Sample schedule

2 days onsite, or 4 half-day sessions online. We fit days and session lengths to your team's calendar.

Day 1	8 h	Active listening and empathy; Clarity and influence
Day 2	7 h	Conflict and feedback; Cross-functional communication and action planning

Assessment and certification

How learning is checked

- A self-assessment before and after the programme
- Case work, role-plays and exercises with feedback from the trainer
- A personal action plan that each participant presents at the end

Certificate and exams

- Participants who complete the programme receive a Cognitive Networks AI certificate of completion.

Formats and cohort size

- Onsite: At your office or a venue you choose, in full days.
- Online, live: Instructor-led over video, usually in half-day sessions so people can keep up with work.
- Hybrid: Some days in a room together, the rest online. Useful when a team works across cities.

Cohort size: 15 to 30 people per trainer. Larger teams run as parallel cohorts on the same outline, so everyone learns the same thing.

Pricing: We quote per cohort, based on duration, format and number of cohorts. There is no per-seat price list: tell us your team and we send a proposal within one business day.

Bring this programme to your team

Request a proposal at cognitivenetworks.ai/contact?programme=communication-for-leaders

reachus@cognitivenetworks.ai · Bangalore +91 72043 05303 · Dallas +1 (303) 827-7415