

COMMUNICATION IMPROVEMENT

Larry A. Hobbs, B.S., M.B.A., SPHR

For Managers, Supervisors, Department Heads, and Owners

It is now recognized that good communication is not automatic and that organizational success is heavily dependent upon its effectiveness. Noted theorist Peter Drucker observed, "... as soon as you move one step from the bottom, your effectiveness depends upon your ability to reach others through the spoken and written word." Yet, many managers and supervisors continue to violate the fundamental concepts of positive communication.

1. The process in human relations of passing information and understanding from one person to another
2. Twelve media we can use --- inside and outside the organization
3. Formal vs. Informal Communication; is the "grapevine" stronger than your Organization Chart?
4. Non-verbal cues --- it's not what you say, but how you say it
5. The six Barriers to Communication
6. The Ten Commandments of good listening
7. Upward Communication programs
8. Lost-On-The-Moon: a dynamic exercise that proves what communication can do for your organization

Larry has been a long-time personnel manager, university instructor, and HR consultant. His work experience includes working for General Dynamics, the Department of Defense, and internationally in Mexico. He can be contacted at (210) 316-4206.