

# Build Your Communication Skills as a Frontline Manager

GoSkills online course syllabus

<b>Skill level</b>	<b>Lessons</b>	<b>Pre-requisites</b>
Beginner	23	No prior experience needed
<b>Video duration</b>	<b>Estimated study time</b>	<b>Instructor</b>
39m	39m 49s	Felix Felix

## Introduction

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- 1** **Unlock team success through communication**

Strong communication skills are essential for frontline managers as they work to ensure that directives, expectations, and feedback are effectively communicated to their teams.

## Lay the Groundwork for Success

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- 2** **Assess your communication skills**

Self-awareness is foundational for effective communication, and it allows you to identify your strengths, weaknesses, and areas for improvement.
- 3** **Establish a support system**

Building a support system is crucial for frontline managers looking to build their communication skills.
- 4** **Delegate and create shared responsibility**

As a frontline manager, you and your team have a lot of responsibilities to manage, and part of being a good communicator means knowing how to hold your team accountable.

## Get to Know Your Team

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- 5** **Prioritize regular check-ins**

Regular check-ins foster a continuous feedback loop, maintain open lines of communication, and provide opportunities for addressing concerns and setting goals.
- 6** **Gather valuable team information**

Gathering relevant team information promotes informed decision-making, facilitates better communication, and supports you in understanding the dynamics and strengths of your team.
- 7** **Identify your team's communication styles**

Recognizing and understanding the varied communication styles within a team promotes effective collaboration, reduces misunderstandings, and fosters a harmonious work environment.

## Integrate Multiple Types of Communication

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- 8 Focus on adaptability**

Adaptability in communication allows you to tailor your approach to different situations, team members, and organizational needs.
- 9 Elevate your non-verbal communication skills**

Non-verbal communication plays a significant role in conveying emotions, building rapport, and enhancing overall message effectiveness.
- 10 Boost your verbal communication skills**

Verbal communication skills are essential for conveying ideas, providing instructions, and fostering a collaborative team environment.
- 11 Improve your written communication skills**

Strong written communication skills are crucial for documentation, conveying complex information, and ensuring clarity in remote or asynchronous communication.
- 12 Practice inclusive communication**

Inclusive communication ensures that all team members feel heard, valued, and included.
- 13 Prioritize proactive communication**

Understanding the importance of proactive communication in the face of spontaneous disruptions is crucial.

## Host Impactful Meetings

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- 14 Set clear objectives**

In order to host effective meetings as a frontline manager, you need to plan and prepare appropriately while clearly communicating the goals of the meeting to your team.
- 15 Apply facilitation techniques**

Being able to engage and connect with your audience is important, and you can gain valuable insights from your employees through engagement opportunities.
- 16 Assign action items**

Ending your meetings with action items and appropriate follow-up is essential to building individual and team accountability.

## Give and Receive Feedback Effectively

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- 17** **Create a culture of feedback**  
Establishing a culture of feedback encourages continuous improvement, strengthens team dynamics, and fosters an environment where constructive input is valued.
- 18** **When to give and not to give feedback**  
Knowing when to provide feedback ensures that it is timely, relevant, and conducive to individual and team growth, avoiding unnecessary negativity or misinterpretation.
- 19** **How to give and receive feedback**  
Being able to effectively give and receive feedback is crucial for frontline managers.

## Navigate Conflicts and Difficult Conversations

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- 20** **Recognize signs of conflict**  
Identifying conflicts early allows for timely intervention, preventing escalation and maintaining a productive team environment.
- 21** **De-escalate conflicts**  
Being able to de-escalate conflicts is a critical skill that frontline managers can leverage when navigating conflicts and difficult conversations.
- 22** **Address difficult conversations**  
Recognizing and addressing difficult conversations head-on promotes transparency, builds trust, and allows for the resolution of issues before they escalate.

## Conclusion

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- 23** **Empower your team through communication**  
Thank you for watching this course!

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