

**MSS SUCCESS SPACES**Units 2K-2L, 2nd Floor E.C. Valle Commercial Center M.L.
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EFFECTIVE COMMUNICATION SKILLS FOR LEADERS TRAINING IN THE PHILIPPINES

A 1-Day Practical Leadership Communication Program on Clarity, Listening, Feedback, Influence, Conflict, and Accountability

TRAINING OVERVIEW

Leadership communication is more than giving instructions, conducting meetings, or sharing information. Leaders communicate to create clarity, align people, influence decisions, address performance concerns, resolve misunderstandings, build trust, and move teams toward action. Even a technically capable leader may struggle to achieve results when messages are unclear, listening is weak, feedback is delayed, or difficult conversations are avoided.

This 1-day **Effective Communication Skills for Leaders Training in the Philippines** is designed for supervisors, team leaders, managers, department heads, business unit leaders, project managers, and other professionals responsible for leading or influencing people.

Leaders regularly face communication situations such as:

- Explaining goals, priorities, and expectations
- Giving instructions and delegating responsibilities
- Communicating changes or unpopular decisions
- Giving positive and corrective feedback
- Managing misunderstandings and workplace conflict
- Influencing employees, peers, and senior leaders
- Coordinating across teams and departments
- Handling defensive, resistant, or emotional employees
- Conducting accountability and performance conversations
- Communicating under pressure or uncertainty

Poor leadership communication can lead to unclear priorities, duplicated work, delayed decisions, low trust, weak accountability, and cross-functional conflict. Effective communication enables leaders to translate direction into action while maintaining professionalism, respect, and productive working relationships.

This **Leadership Communication Training in the Philippines** goes beyond basic speaking skills. It develops practical capabilities in audience awareness, message structuring, active listening, purposeful questioning, feedback, influence, conflict management, difficult conversations, and communication follow-through.

Using the MSS EnterTRAINment approach, the program combines interactive discussions, communication diagnostics, leadership simulations, role plays, scenario analysis, feedback practice, and workplace action planning.



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TRAINING GOAL

To strengthen participants' ability to communicate with clarity, confidence, empathy, influence, and accountability so they can align employees, manage workplace conversations, strengthen collaboration, and lead teams more effectively.

TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Explain the role of communication in leadership effectiveness and team performance
2. Identify personal communication strengths, gaps, and leadership habits
3. Organize and deliver clear, concise, and action-oriented messages
4. Adapt communication approaches to different audiences, personalities, and situations
5. Apply active listening and purposeful questioning techniques
6. Give positive, developmental, and corrective feedback more effectively
7. Communicate expectations, responsibilities, deadlines, and standards clearly
8. Influence employees, peers, and stakeholders without relying only on authority
9. Handle misunderstandings, resistance, conflict, and difficult conversations constructively
10. Develop a personal Leadership Communication Improvement Plan

TRAINING OUTLINE

1-Day Face-to-Face Leadership Communication Skills Training Program

Time	Modules and Topics	Supporting Activities and Outputs
8:00–10:00 AM	<p>MODULE 1: LEADERSHIP COMMUNICATION THAT CREATES CLARITY AND ALIGNMENT</p> <ul style="list-style-type: none"> • Communication as a core leadership responsibility • How leaders influence culture, trust, morale, and execution through communication • The difference between informing, directing, influencing, coaching, and aligning • Common leadership communication breakdowns 	<p>Leadership Communication Check-Up</p> <p>Participants assess their communication habits, strengths, common barriers, and impact on others.</p> <p>Communication Breakdown Case Analysis</p> <p>Participants diagnose why a leadership message failed to produce the desired action.</p> <p>Output: Personal Leadership Communication Profile</p>

	<ul style="list-style-type: none"> • Intention versus actual impact • Verbal, nonverbal, written, and digital communication in leadership • Communication barriers: assumptions, unclear expectations, information overload, weak follow-through, and emotional reactions • Adapting communication to the audience, purpose, urgency, and desired outcome • Building leadership credibility through consistency and transparency • Communicating with confidence without becoming aggressive or intimidating 	
<p>10:00–10:15 AM</p>	<p style="text-align: center;">Morning Break</p>	
<p>10:15 AM–12:00 NN</p>	<p>MODULE 2: STRUCTURING MESSAGES, LISTENING ACTIVELY, AND ASKING BETTER QUESTIONS</p> <ul style="list-style-type: none"> • Defining the purpose and desired outcome before communicating • Organizing leadership messages for clarity and action • Communicating the context, expectation, reason, responsibility, timeline, and follow-through • Simplifying technical or complex information • Avoiding vague, incomplete, or contradictory instructions • Confirming understanding instead of assuming it • Active listening as a leadership competency • Listening for facts, concerns, emotions, assumptions, and unstated needs • Asking open, clarifying, probing, reflective, and action-oriented questions • Paraphrasing and summarizing to prevent misunderstanding • Managing distractions, interruptions, and premature judgment 	<p>Clarity-to-Action Message Workshop</p> <p>Participants transform unclear leadership statements into concise, complete, and action-oriented messages.</p> <p>Listening and Questioning Laboratory</p> <p>Participants practice listening, clarifying, summarizing, and asking questions that promote ownership and understanding.</p> <p>Output: Leadership Message and Listening Guide</p>



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12:00 NN–1:00 PM	Lunch Break	
1:00–3:00 PM	<p>MODULE 3: FEEDBACK, INFLUENCE, AND CROSS-FUNCTIONAL COMMUNICATION</p> <ul style="list-style-type: none"> • Communicating expectations before evaluating performance • Giving timely, specific, objective, and constructive feedback • Positive feedback, developmental feedback, and corrective feedback • Focusing on behavior, impact, standards, and next actions • Avoiding personal attacks, labels, vague criticism, and mixed messages • Receiving feedback without defensiveness • Influencing without relying solely on position or authority • Connecting proposals and requests to shared goals and business impact • Communicating upward, downward, and across the organization • Managing competing priorities across departments • Strengthening handoffs, coordination, and shared ownership • Following through on commitments and communication agreements 	<p>Feedback Conversation Practice</p> <p>Participants deliver positive and corrective feedback using realistic workplace scenarios.</p> <p>Cross-Functional Influence Challenge</p> <p>Participants communicate a recommendation or request to stakeholders with different priorities and interests.</p> <p>Output: Feedback and Influence Conversation Planner</p>
3:00–3:15 PM	Afternoon Break	
3:15–5:00 PM	<p>MODULE 4: DIFFICULT CONVERSATIONS, CONFLICT, AND COMMUNICATION ACCOUNTABILITY</p> <ul style="list-style-type: none"> • Why leaders avoid difficult conversations • Preparing facts, examples, desired outcomes, and boundaries • Addressing misunderstandings before they escalate • Separating the issue, behavior, impact, and person • Managing defensiveness, resistance, 	<p>Difficult Leadership Conversation Clinic</p> <p>Participants handle realistic cases involving performance gaps, resistance, interdepartmental conflict, misunderstanding, and accountability concerns.</p> <p>Final Outputs:</p> <ol style="list-style-type: none"> 1. Difficult Conversation Action Plan 2. Personal Leadership Communication Improvement Plan

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	silence, blame, and emotional reactions <ul style="list-style-type: none">• De-escalating tense workplace conversations• Communicating unpopular decisions and non-negotiable expectations• Balancing empathy, respect, firmness, and accountability• Handling performance, behavior, attendance, and collaboration concerns• Converting disagreement into constructive problem-solving• Reaching clear agreements and confirming next steps• Documenting and following through on important conversations• Sustaining better leadership communication habits	
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TRAINING METHODS

- Interactive lectorettes and facilitated discussions
- Leadership communication self-assessment
- Workplace case analysis
- Message-structuring exercises
- Active-listening and questioning practice
- Feedback conversation simulations
- Cross-functional influence activities
- Difficult-conversation role plays
- Peer observation and structured feedback
- Facilitator coaching and guided debriefing
- Workplace action planning
- MSS EnterTRAINment-based learning activities

KEY DESIGN STRENGTHS

- Focuses specifically on communication skills required of leaders
- Goes beyond general business communication or public speaking
- Connects communication with alignment, trust, execution, collaboration, and accountability
- Develops both message delivery and active-listening capabilities
- Covers feedback, influence, cross-functional communication, conflict, and difficult conversations
- Uses realistic workplace cases and leadership simulations

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- Applicable across industries, departments, and management levels
- Suitable for both new and experienced leaders
- Balances clarity and firmness with empathy and respect
- Produces practical tools and outputs participants can use immediately

WHO SHOULD ATTEND

This Effective Communication Skills for Leaders Training Program is ideal for:

- Team leaders
- Supervisors
- Managers
- Department heads
- Business unit leaders
- Operations leaders
- Project managers
- HR leaders and practitioners
- New people managers
- Experienced leaders seeking stronger communication effectiveness
- Professionals responsible for leading, coordinating, coaching, or influencing employees

EXPECTED TRAINING OUTPUTS

At the end of the program, participants will produce:

1. **Personal Leadership Communication Profile**
A self-assessment of communication habits, strengths, barriers, and improvement areas.
2. **Leadership Message and Listening Guide**
A practical reference for structuring clear messages, listening actively, and confirming understanding.
3. **Feedback and Influence Conversation Planner**
A guide for preparing feedback, recommendations, requests, and cross-functional conversations.
4. **Difficult Conversation Action Plan**
A structured approach for handling a challenging workplace communication situation.
5. **Personal Leadership Communication Improvement Plan**
Specific communication behaviors and habits the participant will strengthen after the training.

CORE LEADERSHIP COMMUNICATION CAPABILITIES

1. Communicating for Clarity

Leaders must ensure that employees understand:

- What needs to be done
- Why it matters

- Who is responsible
- What standard must be achieved
- When the work is due
- What support is available
- How progress will be monitored

Clarity reduces confusion, rework, delays, and accountability gaps.

2. Listening for Understanding

Effective leaders do not only transmit messages. They listen to understand:

- Facts and relevant information
- Employee concerns
- Possible barriers
- Different perspectives
- Emotional reactions
- Risks and implications
- Ideas and possible solutions

Listening helps leaders make better decisions and build trust.

3. Communicating Feedback

Useful feedback should be:

- Timely
- Specific
- Evidence-based
- Focused on behavior or results
- Connected to expectations
- Respectful
- Oriented toward improvement
- Followed by agreed next actions

4. Communicating to Influence

Leadership influence involves connecting a message to:

- Shared goals
- Business impact
- Team priorities
- Stakeholder needs
- Relevant evidence
- Practical solutions
- Mutual benefit

5. Communicating Through Conflict

Leaders must be able to:

- Address tension early
- Clarify facts and assumptions
- Listen to different perspectives
- Manage emotional reactions
- Focus on the issue instead of attacking the person
- Establish boundaries and standards
- Agree on constructive next steps

EFFECTIVE LEADERSHIP COMMUNICATION VERSUS ORDINARY COMMUNICATION

Ordinary Communication	Effective Leadership Communication
Shares information	Creates clarity, alignment, and action
Focuses mainly on what the sender wants to say	Considers what the audience needs to understand and do
Assumes the message was understood	Confirms understanding and commitment
May be reactive or emotionally driven	Is purposeful, composed, and outcome-oriented
Gives instructions without sufficient context	Connects expectations to purpose and business impact
Avoids uncomfortable issues	Addresses important concerns early and respectfully
Ends when the message is delivered	Includes agreement, ownership, and follow-through

WHAT THIS PROGRAM IS NOT

This program is not limited to:

- Grammar or language proficiency
- Public speaking
- Presentation skills
- Email writing
- Speech training
- Personality profiling
- Communication theory without application

It is a practical leadership development program focused on workplace communication, alignment, listening, feedback, influence, conflict, and accountability.

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WHY EFFECTIVE COMMUNICATION SKILLS FOR LEADERS TRAINING MATTERS

Leaders influence how employees interpret priorities, respond to challenges, coordinate with others, and take responsibility for results.

When leadership communication is unclear or inconsistent, employees may work on the wrong priorities, misunderstand expectations, delay decisions, or avoid accountability. When leaders communicate effectively, teams gain greater clarity, trust, coordination, engagement, and confidence.

This **Effective Communication Skills for Leadership Training in the Philippines** helps organizations develop leaders who can communicate purposefully, listen actively, handle difficult conversations, and turn workplace messages into aligned action.

COMMON LEADERSHIP COMMUNICATION TOPICS COVERED

The program may include or be customized around:

- Effective communication skills for leaders
- Leadership communication fundamentals
- Communication skills for supervisors and managers
- Active listening for leaders
- Questioning skills for managers
- Giving and receiving feedback
- Communicating expectations clearly
- Cross-functional communication
- Influence without authority
- Communicating upward and downward
- Conflict communication
- Difficult employee conversations
- Accountability conversations
- Communicating organizational change
- Virtual and hybrid leadership communication
- Building trust through communication

RECOMMENDED FOLLOW-THROUGH PROGRAMS

- Emotional Intelligence for Leaders
- Coaching and Counseling Training
- Difficult Conversations Training
- Conflict Resolution and Workplace Mediation

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- Performance Management Training
- Advanced Leadership and Management
- Presentation Skills for Leaders
- Influencing and Negotiation Skills
- Cross-Functional Collaboration Training
- Change Communication for Leaders

FREQUENTLY ASKED QUESTIONS

What is Effective Communication Skills for Leaders Training?

Effective Communication Skills for Leaders Training develops the ability of supervisors, managers, and team leaders to communicate expectations, listen actively, give feedback, influence stakeholders, resolve misunderstandings, and handle difficult workplace conversations.

How is Leadership Communication Training different from general communication training?

General communication training may cover basic speaking, listening, or writing skills. Leadership Communication Training applies communication directly to leading employees, aligning teams, managing performance, influencing stakeholders, resolving conflict, and strengthening accountability.

Who should attend Leadership Communication Skills Training?

This program is suitable for team leaders, supervisors, managers, department heads, project managers, business unit leaders, HR practitioners, and other professionals responsible for leading or influencing people.

Does the training include practical activities?

Yes. Participants complete communication self-assessments, message-structuring exercises, listening activities, feedback simulations, influence challenges, difficult-conversation role plays, and action planning.

Can this training help leaders manage difficult employees?

The program helps leaders communicate with defensive, resistant, emotional, or underperforming employees more constructively. It covers preparation, active listening, feedback, boundaries, accountability, and follow-through.

Is this program suitable for new supervisors?

Yes. New supervisors can use the program to establish clear communication habits early. Experienced leaders can use it to identify communication blind spots and improve their influence.

Can the program be customized for our organization?

Yes. The program may be customized according to the company's leadership competencies, communication challenges, culture, values, participant profile, work environment, and actual workplace situations.

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What outputs will participants produce?

Participants will create a Leadership Communication Profile, Message and Listening Guide, Feedback and Influence Conversation Planner, Difficult Conversation Action Plan, and Personal Communication Improvement Plan.