



# Managing Internal Communications

As leaders advance in your organization, so does the scope and consequence of their communication, across departments and the organization. As a result, every message from an e-mail to an announcement will have a more significant impact on the success and results experienced. It's not always about giving more information, but managing how the information that is communicated cycles its way through the organization accurately and effectively.

A number of aspects will affect this, beyond how your leaders manage the delivery of their message. For example, how it will be received and circulated in formal and informal communication channels of your organization, how actively it is reinforced, and how well leaders listen and involve influencers across the organization will have an impact. In Eagle's Flight's one-day course, *Mastering Organizational Communication™*, your linchpin leaders will be briefed on exactly that. It is crucial they are trained to understand these things as it will inevitably influence how their employees apply the information to their everyday actions and behaviors.

## THE OUTCOME

*Leaders will return to work with the ability, tools, and confidence to:*

- Identify and predict current, and future, obstacles to organizational communication
- Develop an effective feedback loop
- Create, deliver, and manage communication that drives results
- Utilize the most appropriate communication method and format it to maximize comprehension and clarity

## THE DETAILS



1-day  
program



5 - 50  
participants



Ideal for  
senior leaders



Customization and  
delivery options  
available



Post-course  
reinforcement  
available

## THIS ISN'T YOUR ORDINARY LEARNING EXPERIENCE

An Eagle's Flight experiential learning program is unlike anything you or your participants have seen before – it's not another lecture, case study, or role-play. Through interactive, experiential-based learning your participants will not only learn new skills and knowledge, but get the chance to put that learning into action and practice them as they apply to their life on the job. We frequently use our "40, 40, 20" formula when delivering training. This translates to 40 percent of the time spent on conviction and knowledge transfer, 40 percent on practice with that knowledge, and then 20 percent on how to apply the learning back on the job. This all comes together to produce a change in behaviors that deliver expected results.

Why do we do this? We take this approach to training because by personally experiencing the results that come from applying their existing behaviors in the experiential portion of training, participants see the link between their performance in the experience and the changes they need to make to maximize performance at work. A powerful debrief reinforces the lessons learned in the experience and shows how to apply those lessons back on the job. New competencies are developed, learnings are retained, and individuals are more likely and better able to enthusiastically apply their new knowledge to improve their day-to-day performance.



***"The use of your experiences to build understanding and conviction is an Eagle's Flight trademark; and one which, in my opinion, is a true differentiator that sets you apart from all others in your field."***

Marc Caira, Vice Chair, Restaurant Brands International



Left with questions? Wondering what a partnership could look like? Give us a shout!

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