

Did We Talk About That?

Closing the Communication Gap Between Managers and Their Teams



A FULL-DAY PROFESSIONAL DEVELOPMENT WORKSHOP

Sound familiar? You're not alone. And it's fixable.

When communication breaks down between managers and their teams, everything suffers: **engagement**, **trust**, and ultimately, **retention**. This workshop gives leaders and their direct reports a shared language, sharper instincts, and practical tools to make sure the answer to “Did we talk about that?” is always a confident yes.

WHAT YOU'LL WALK AWAY WITH

- A shared vocabulary for manager-team communication
- Awareness of how communication affects retention
- Tools to give and receive feedback that actually lands
- Strategies to build genuine buy-in, not just compliance
- Confidence to manage up with clarity and intention

WHO SHOULD ATTEND

- **Managers and team leaders at every level**
- **Direct reports ready to step into their influence**
- **HR and people operations leaders**
- **Organizations focused on engagement and retention**

WHAT MAKES THIS WORKSHOP VALUABLE

Two-sided learning

Managers and teams in the room together

Peer-to-peer insight

Structured so colleagues teach each other

Real practice

Scenarios drawn from actual workplace moments

Built-in follow-through

Accountability pairs and a 30-day plan

THE BREAKDOWN

Most communication failures aren't about what was said. They're about what was assumed, mistimed, or misread. This workshop unpacks the real mechanics at play.

The Elements of Communication

Language, tone, and timing—the levers most people never consciously adjust.

Leader-Member Exchange Theory

Why some relationships unlock performance and others quietly drain it.

The Five Follower Types

Every team member leads from somewhere, and they can be met there.

Communication is the bridge between leader expectations and team accomplishment.