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COURSE BROCHURE

Line Manager Communication and Influence Training Course

20 – 24 June 2027
Manama

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Line Manager Communication and Influence Training Course

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Line Manager Communication and Influence is a 1-week training course for supervisors and first-level managers, and it produces a Team Communication and Influence Plan covering one-to-ones, upward cases and message cascades. Organisations now rely on line managers to translate shifting priorities into daily action, often across hybrid rosters. This course on line manager communication and influence is delivered by Jupiter Prime Training.

Why Line Manager Communication and Influence Matters Now

Three forces shape how line managers talk and persuade today. Change arrives faster, so managers must cascade decisions they did not make and still keep trust. Teams are spread across sites, shifts and screens, so informal context no longer travels on its own. Senior leaders expect evidence brought upward rather than complaints. A manager who handles this well keeps engagement and retention steady; one who handles it badly sees rumours, silent resistance and stalled initiatives. The course rests on established practice such as active listening, the Situation-Behaviour-Impact SBI feedback model and stakeholder mapping.

Who Gains Most from Line Manager Communication and Influence

- Managers responsible for weekly one-to-ones and individual performance conversations
- Supervisors who relay senior decisions to frontline shifts or field crews
- Section heads who must win resources or approval from their own managers
- Coordinators who lead cross-functional work without formal authority over peers
- Newly promoted managers handling their first difficult conversations with former colleagues

A cohort of line managers from the same department gains most, because they can agree a shared cascade rhythm and common one-to-one practice.

Line Manager Communication and Influence Capabilities

Participants leave able to choose the right channel, framing and timing for each message in every direction.

- Design a one-to-one structure that balances wellbeing, priorities and coaching — individual team members
- Build an upward business case with evidence and options — senior managers approving resources
- Apply a cascade briefing method that keeps messages consistent — frontline teams receiving change news
- Communicate difficult feedback using the SBI model — performance and conduct decisions
- Assess sources of resistance and tailor buy-in tactics — teams adopting new ways of working

- Specify a monthly communication rhythm across channels — the wider department and its stakeholders

Key Line Manager Communication and Influence Terms

- Upward influence — the ways a manager shapes the views and decisions of more senior leaders through evidence, framing and timing.
- Message cascade — passing a decision through management levels so every team hears the same core message and local meaning.
- SBI feedback — a model that describes the Situation, the observed Behaviour and its Impact, keeping feedback factual and specific.
- Psychological safety — a shared belief within a team that people can raise concerns or mistakes without fear of blame.
- Stakeholder map — a grid that places people by their influence and interest so a manager can plan whom to engage first.
- Active listening — attending fully, paraphrasing and asking open questions to confirm what another person actually means.

Line Manager Communication and Influence Day by Day

Day 1: The Manager as Communication Hub

- Communication Flow Audit — Where Messages Stall Between Levels
- Channel Choice Matrix — Matching Urgency and Sensitivity to Medium
- Hybrid Team Contact Patterns — Keeping Remote Staff Informed
- Trust and Credibility Drivers — Why Teams Believe Their Manager
- Personal Communication Style Profile — Adapting to Different Listeners

Day 2: Running Purposeful One-to-Ones

- One-to-One Agenda Template — Balancing Wellbeing, Priorities and Growth
- Active Listening and Open Questions — Surfacing Hidden Concerns
- Coaching Conversation Steps — Helping Staff Solve Their Own Problems
- Recognition Language — Reinforcing Behaviours Worth Repeating
- One-to-One Notes and Follow-Up Log — Tracking Agreed Actions

Day 3: Cascading Messages and Building Buy-In

- Cascade Briefing Pack — Core Message, Local Meaning, Team Questions
- Change Reaction Curve — Anticipating How Staff Will Respond
- Resistance Diagnosis — Separating Concerns, Doubts and Objections
- Involvement Tactics — Turning Listeners Into Contributors
- Psychological Safety Signals — Inviting Challenge Without Losing Direction

Day 4: Upward Influence and Difficult Conversations

- Stakeholder Map of Senior Leaders — Deciding Whom to Engage First
- Upward Business Case Structure — Problem, Evidence, Options, Request
- Framing for Senior Priorities — Linking Requests to Their Goals
- SBI Feedback Model — Addressing Performance Gaps Factually
- De-Escalation Techniques — Handling Emotion in Tense Exchanges

Day 5: Practising the Team Communication and Influence Plan

- One-to-One Role Play — Applying the Agenda and Coaching Steps
- Cascade Rehearsal — Delivering a Live Change Briefing to Peers
- Upward Pitch Simulation — Presenting a Case to a Senior Panel
- Difficult Conversation Practice — Using SBI Under Time Pressure
- Team Communication and Influence Plan — Finalising the Monthly Rhythm

Applying Line Manager Communication and Influence After the Course

- Run four weeks of one-to-ones with the agenda template and review the follow-up log with each team member.
- Prepare and present one upward business case to a senior manager, using the stakeholder map to time the approach.

Line Manager Communication and Influence Questions FAQ

What is line manager communication and influence, and why does it matter now?

It is the set of everyday skills a manager uses to inform, persuade and listen in every direction. It matters now because change is frequent and teams are dispersed, so the line manager is often the only trusted link between strategy and daily work.

Which roles gain most from line manager communication and influence skills?

Supervisors, team leaders and section heads who hold regular one-to-ones, relay senior decisions and need approval from their own managers gain most. Newly promoted managers also benefit in sectors such as healthcare or logistics.

How does line manager communication and influence differ from an executive presence course?

It focuses on daily conversations with a direct team and the next level up, not on keynote speaking or boardroom image.

What do you bring back from line manager communication and influence training?

You bring back a monthly communication rhythm, a one-to-one template, a cascade briefing pack and a rehearsed upward case.

Line Manager Communication and Influence: The Way Forward

The Team Communication and Influence Plan first informs how a manager sets the coming month of one-to-ones and briefings. The manager and their own line leader use it together, adjusting channels as team feedback arrives. After its first cycle, the perspective worth revisiting is upward influence: which cases landed, which framing worked and where earlier stakeholder engagement would have helped.