

Abstract

The presented diploma thesis entitled “Managerial Communication Skills and Their Significance”, as its name already demonstrates, delves into the nuanced realm of effective managerial communication (especially the ability to present, articulating opinions, listen to others effectively, perceive the message as a whole, conduct meetings, etc.). Mastery of these communication prerequisites is crucial for successful leadership. Effective communication and relationship-building within a cooperative framework, while adhering to company culture, are vital for the positive perception and success of a company, both internally and externally. Central to the thesis is the comprehensive exploration and delineation of managerial communication competencies, particularly in the context of human resource management and conflict resolution. By scrutinizing the communication skills and prerequisites essential for successful interactions, the work aims to assess their proficiency among managers within a selected company, gauging employee perspectives. Concurrently, it seeks to proffer strategic recommendations to enhance intra-organizational communication channels, thereby improving managerial decision-making agility. A cornerstone of the research methodology employed is an anonymous, non-standardized, self-constructed questionnaire administered to employees as respondents. This qualitative inquiry discerns subjective assessments of the significance of both verbal and non-verbal communication prowess exhibited by supervisory personnel. The insights gathered from this questionnaire informed the development of tailored recommendations and strategies. These are geared towards augmenting managerial communication proficiency and fostering constructive engagement with subordinates and peers within the organizational milieu.

Keywords

communication, communication skills, manager, human resources, people management, leadership