

This thesis focuses on the communication skills of managers in the non-governmental organizations (NGOs). The theoretical part defines the functions and preconditions for successful communication, introduces particular communication skills (active listening, questioning, feedback and delegation) and managerial work. It also includes competency model including the behavioral manifestations of these skills. The methods that can be used for the development of communication skills are introduced and followed by the summary of the theoretical part. The practical part presents the selection procedure of the assessed group of managers and the system of data collection, which comes from the 360° feedback method. The subject of research interest is primarily the relations between the NGO managers' evaluations and the evaluations of their colleagues. The conclusion outlines the recommendations for appropriate development of the competences and concludes the findings.