

# COMMUNICATION LEADERSHIP

## PROACTIVE COMMUNICATORS

**Take ownership for staying on track & involving the right people in the right conversations at the right time**

- Proactively take part in the conversation
- Understand the strategy that underpins the conversational need
- Clarify goals as needed
- Help others to be part of the conversation

## BENEFITS

**Well-developed communication skills empower the team & build trust...**

- *reducing misunderstanding & tensions*
- *improving collaboration & productivity*
- *increasing individual satisfaction at work*

## INVOLVE OTHER

**Great communicators involved others in the conversation...**

- Ask the right question(s). Clarify the goal of the conversation. Ask 'What is the most important question we should be answering right now?'
- Be curious. Assume the answers can be found within the group.
- Be aware of the dynamics. Flag that you wish everyone to be part of the conversation
- Establish interaction protocols that support objective & balanced exchange (e.g., What the Duck!!)

## COMMUNICATION STYLES

**Not everyone is comfortable speaking up when in a group situation.**

*To encourage idea sharing, vary the type of interaction. Using different communication methods can leverage ideas from the full group & give everyone the opportunity for 'airtime' without putting anyone on the spot.*

## DEVELOP SKILLS

**Focused on a question:**

Staying on track in a conversation can be a challenge. Using ONE (the most important issue) to develop a question can draw people into the conversation & energize them to find an answer. Cultivate your ability to stick with that question until it is answered & you have an action plan

**Parking Lot Advantage:**

Having a specific question that everyone agrees to answer, allows you to see clearly if the group is veering off on a tangent. Take note of the issue (e.g., on a flip chart), confirm that it has been noted for future discussion, & then bring the group back to the question at hand. Obtaining an answer to the question & creating a game plan, give the team a feeling of accomplishment & encourage them to return for future conversations.

## WINNING STRATEGY

During brainstorming or planning sessions ...

1. Reiterate the question that is the main focus of the agenda
2. Ask everyone to write down 3 ideas on individual post it notes & stick them on a flip chart or wall
3. Give the group time to read through & reflect upon the comments/suggestions on the post-its
4. Engage the group in discussing option/ideas.
5. Ask, 'What stuck you as important?', 'Did anything surprise you?', 'What should we be taking away from these ideas?', 'Would anyone like to build on anything they read?'. &/or 'How can we build on these suggestions?'