



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• **Communication—**

Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

• **Leadership—**

Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

• **Professionalism—**

Projects an image of maturity and integrity that creates credibility.

RELATED COMPETENCY CATEGORIES:

• **Influence—**

Consistently directs situations and inspires people for an all-win environment.

• **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

Leadership Communications

SUMMARY

By strengthening leadership communication, you become a more effective leader. You are better able to get your message across, make a positive leadership impression, and let colleagues know that you are always ready to listen.

CONTEXT

The central role of leadership is communication. In order to inspire, energize, and organize the efforts of a team, leaders need to communicate through listening, facilitating, and speaking. Leaders not only communicate their message, they are their message, by their preparedness, enthusiasm, skill, and confidence.

In this module you work on three aspects of leadership communication: listening, participating in and facilitating meetings, and speaking. You learn how to listen with a purpose, how to engage others professionally when participating in and leading meetings, and guidelines for speaking as a leader.

At the completion of this module, participants will be able to:

- Define the elements of leadership communications
- Lead and facilitate communications in meetings
- Strengthen leadership listening skills
- Speak as a leader

"It seems rather incongruous that in a society of super sophisticated communication, we often suffer from a shortage of listeners."
—Erma Bombeck