

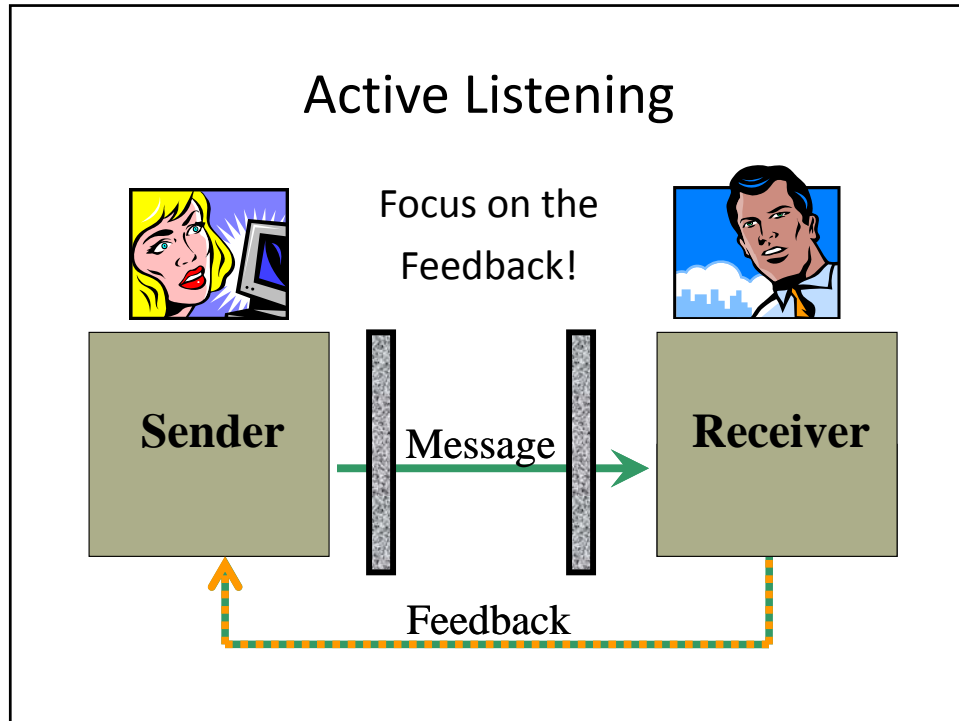
Communication Skills for the Leader

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Objectives

- Learn why communication skills are important to leaders
- Learn the communication process
- Learn ways to improve your communication skills
 - Listening
 - Body Language
 - Generations



Active Listening Techniques

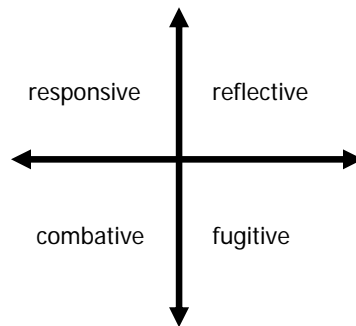
Encouraging – keep them talking

Restating – your own words

Reflecting – the feelings involved

Summarizing – pull together

Four Modes of Body Language (J. Mole)



So Many Generations

	AGE	VALUES
Traditional	66 - ?	Trust Formality
Baby Boomer	47 - 65	Competition Success
Gen X	31 - 46	Self-reliance Feedback
Millennials	11 - 30	Positive reinforcement Technology

Summary

- Important communication skills for Leader:
 - Active Listening: Using feedback loop
 - Body language speaks!
 - Leading the generations: Flexibility!
- Your communication influences your team!

References

- “Communication for Effective Leadership: Listening”, Charles Pfeffer, FocalPoints
- “Business Communication, Process and Product”, Patricia Rogin, 2009
- “Active Listening Techniques”, Poynter.org, February 1997
- *Mind Your Manners*, John Mole
- National Oceanographic and Atmospheric Association Office of Diversity