



# Let's Talk About Talking

Improving Leadership thru Effective Communication

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# Agenda

- Defining Leadership
  - Defining Communication
  - Changes in Communication
  - New Footprints
    - Do's and don'ts
  - Helpful Resources
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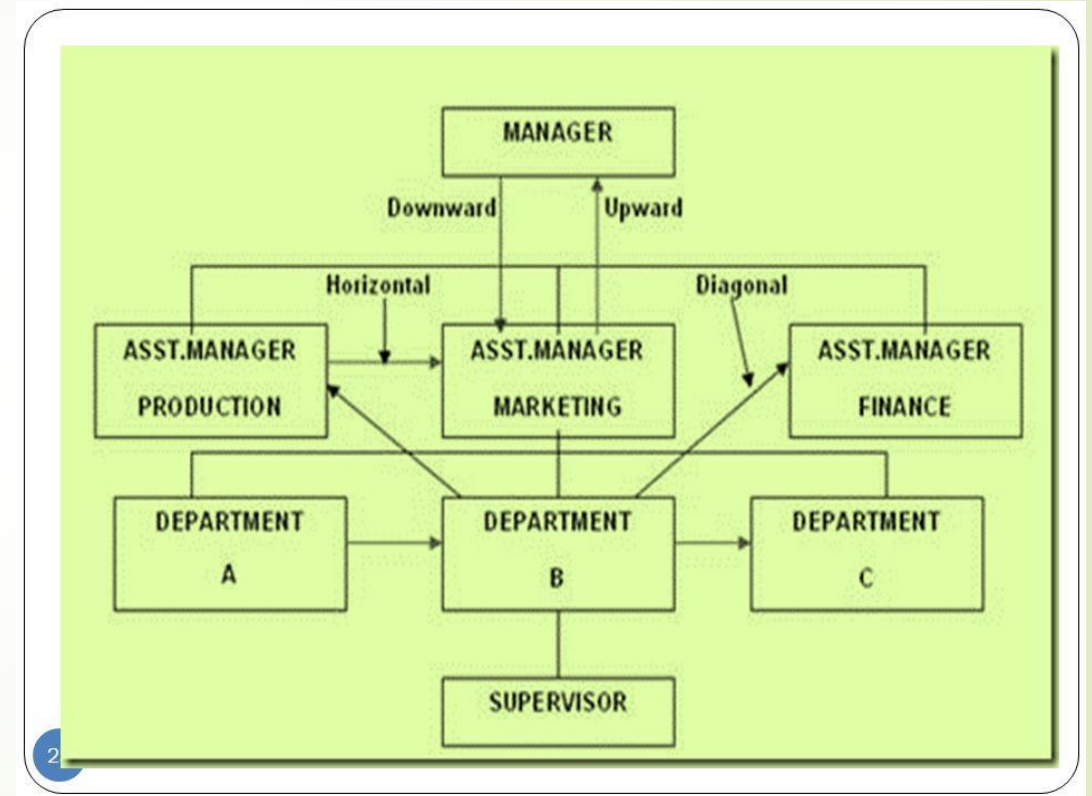


# Leadership

- Definition of leadership
  - Transformational leadership
  - Transactional leadership
  - Servant leadership

# Type of Communication

- Upward
- Downward
- Horizontal
- Feedback



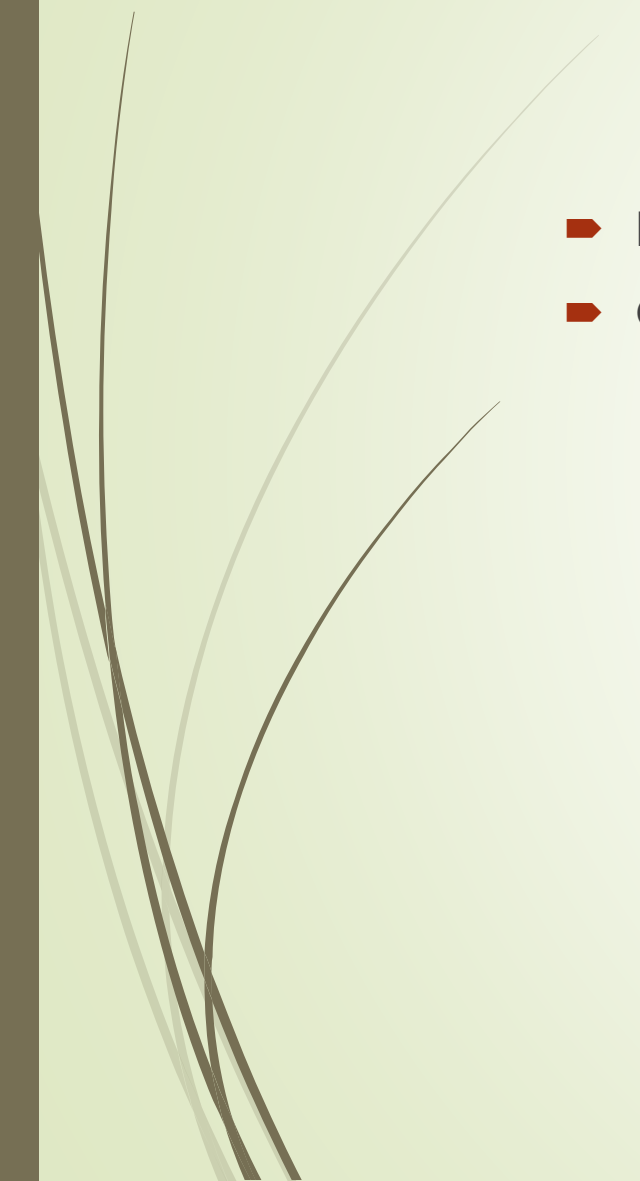


# Parts of Communication

- 7-38-55 Rule
  - Verbal
  - Non-Verbal
    - Body language
    - Gestures
  - Tonality
    - Vocal variety – pitch and speed



# Communication and Leadership

- ▶ How do these things relate?
  - ▶ Good communication is a key ingredient in leadership
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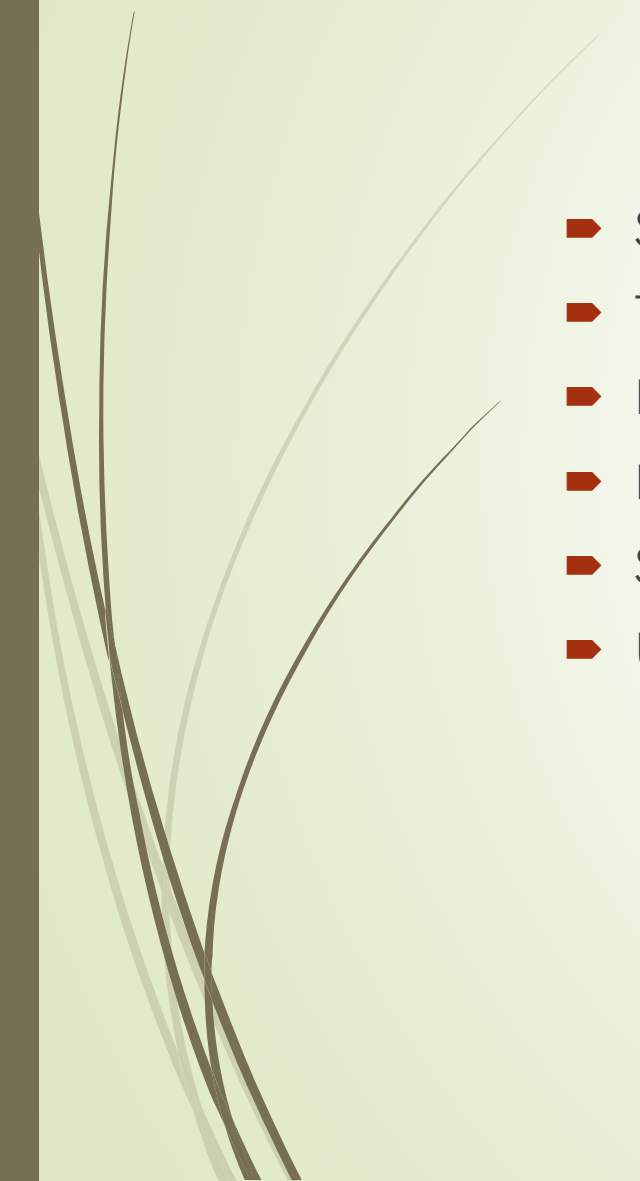


# The New Reality

- History
- Remains the same:
  - Communicate to your audience
  - Organize your thoughts
  - Breath



# Hybrid New Reality Does and Don'ts

- Set Expectations
  - Turn on your camera
  - Be Aware
  - Be Present
  - Stand up
  - Utilize all ways to communicate not just verbal
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# References/Recommendations

- ▶ Toastmasters – Less than the cost of one cup of coffee per month
  - ▶ 300,000 members, 15,800 clubs and 149 countries
  - ▶ Leadership skills, communication skills, time management skills, evaluation skills
- ▶ Other books
  - ▶ Radical Candor – Kim Scott
  - ▶ Crucial Conversations – Patterson, Grenny, McMillan, Switzler
  - ▶ Everyone Communicates Few Connect – John C. Maxwell
  - ▶ The Speed of Trust - Stephen M. R. Covey with Rebecca R. Merrill

# QUESTIONS





# Contact Information

"The capacity to learn is a gift; the ability to learn is a skill; the willingness to learn is a choice" - Brian Herbert.

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