

## Improving Leadership through Communication Skills

Advanced organizations have leaders at all levels. A successful leader has communication skills that enable them to build positive work relations, motivate people to elevate performance, and help build those skills in others to create more leaders.

### Agenda:

- Leadership and Communication
  - How do they relate?
  - Why is good communication so important?
- Personal Effectiveness
  - Basic Principles Self-Assessment
  - Behavioral Styles assessment
  - Using Behavioral Styles information
  - Adapting to others
- Interpersonal Effectiveness
  - Listening Skills- Why is it so hard?
  - Listening Tips
  - Conflict- Using it for Good not Evil
  - Collaboration Strategies
  - Collaboration Strategies Skills practice
- Coaching/Constructive Feedback
  - Communicating Performance Feedback
  - 4 Step Method for dealing with people-related issues