

WV TRIO ELI

MASTERING LEADERSHIP: PRINCIPLES OF COMMUNICATION

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Your title doesn't
make you a **leader**

These are the 6 things that do:



INTRODUCTION TO LEADERSHIP

**BE THE
TYPE OF
LEADER**

Today, we explore the essence of effective styles of communication in leadership. Leadership isn't just a title; it's the ability to inspire, motivate, and guide others toward shared goals. We will uncover the qualities and strategies that define exceptional leaders, empowering you to lead your team to success.

**WHO
LEAVES
A MARK,
NOT
A SCAR**

“Seek first to understand, Then to be understood”

(Covey, 1989)

12 PHRASES GREAT LEADERS SAY OFTEN

By Lukas J.M. Stangl



Communication

- **Effective communication does not occur “naturally”**
- **We assume others know what we mean and that we know what they mean**
- **We stop listening**
- **Effective communication requires feedback - both on the sending and receiving ends**
- **Providing feedback gives the opportunity to assure that communication has been effective**

COMMUNICATION CONT.



1

BODY LANGUAGE

Your body language is more important than what you say.

2

EMPATHY

Is your body saying "I am here for you and you have my full attention?"

3

FACIAL EXPRESSIONS

Is your face saying "You and your issues are not important to me, or at least not as important as the other things I am doing right now."

4

ADAPTABILITY

They embrace change and uncertainty, adjusting your approach to suit evolving circumstances and challenges.

1 Speaking/
Verbal

2 Listening

3 Writing

4 Reading

MODES OF COMMUNICATION

Verbal Communication

- **Examine your speaking style**
- **Do you overuse jargon?**
- **Is your voice gentle, soft, harsh or intimidating?**
- **Is your style too formal or too casual?**
- **Do you have an accent that makes it difficult for others to understand you?**

Listening: Four Principles

- **Listening is a gift. We are often not generous with this gift.**
- **Listening allows speaking.**
- **Communication is what is heard, not what is said.**
- **Listening is very rare.**

Empathy

- **The ability to experience or participate in the feelings or ideas of another person.**
- **It requires that:**
 - I not only hear what is said but how it is said and what is not said.**
- **To be sure that:**
 - What I hear is what you said.**

Listening

When I ask you to listen to me and you start giving me advice, you have not done what I asked.

When I ask you to listen to me and you begin to tell me why I shouldn't feel that way, you are trampling on my feelings.

When I ask you to listen to me and you feel you have to do something to solve my problem, you have failed me, strange as that may seem.

Listen! All that I asked was that you listen, not to talk or do – just hear me.

I can do for myself. I'm not helpless. Maybe discouraged and faltering, but not helpless.

When you do something for me that I can and need to do for myself, you contribute to my fear and inadequacy.

But when you accept as a simple fact that I do feel what I feel, no matter how irrational, then I can quit trying to convince you and get about this business of understanding what's behind this irrational feeling.

And when that's clear, the answers are obvious and I don't need advice. Irrational feelings make sense when we understand what's behind them.

So, please listen and just hear me.

And if you want to talk, wait a minute for your turn – and I'll listen to you

-Author Unknown

Written Communication

- **Written communication by a leader reflects on the leader and the organization.**
- **Leaders need the ability to write clearly, and professionally while utilizing easy to understand language.**
- **Writing professionally is a learned skill that improves with practice – seek out resources.**

Written Communication: Professional Correspondence



- Keep the message short and concise
- Focus on the recipient's needs
- Use opening paragraph to set context
- Conclude with a brief Summary
- Review and revise as needed
- Use grammar and spell checks
- Properly use "to, cc: and bcc"
- Use a detailed Subject Line
- Don't include quotes
- Always include a signature line
- Include a greeting and complimentary closing
- Keep it brief
- Respond promptly
- Recognize your audience

Written Communication: E-mailing

Do's

- Thanks
- All the best
- Regards
- Warm Regards
- Kind Regards
- Cheers
- Much appreciated
- Take Care
- Best wishes

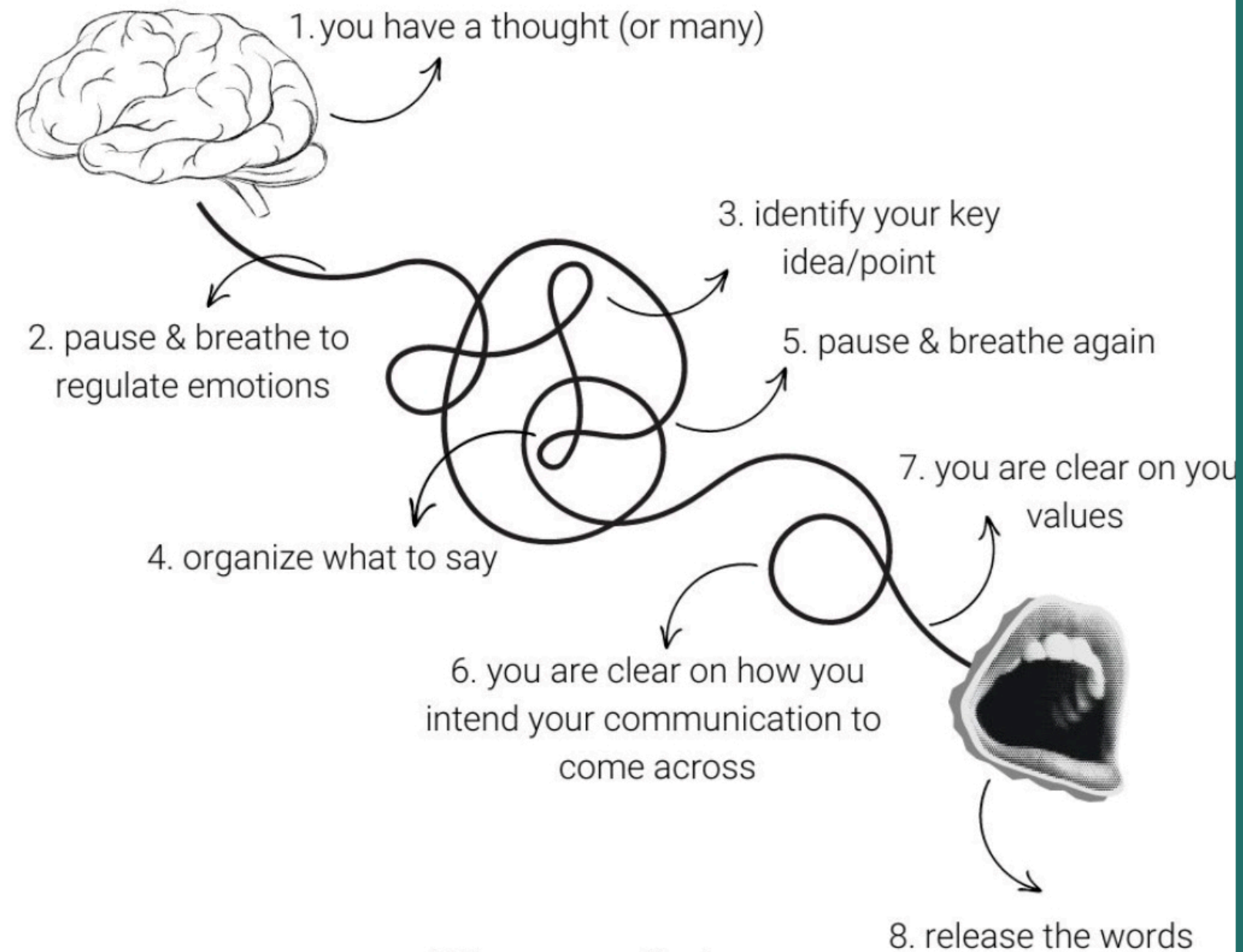
Don'ts

- Sincerely
- V/R
- Sent from my iphone
- please excuse the typos
- ;)
- Very truly yours
- Best



Articulating Thoughts

Especially if your thoughts move faster than your mouth can keep up.



@the_specmethod

KEYS TO EFFECTIVE COMMUNICATION

An effective communication in leadership enables leaders to articulate their vision clearly, ensuring alignment and collaboration within the team. Active listening fosters trust and empowers team members to contribute ideas. Additionally, nonverbal cues must be considered to convey messages accurately. Mastering effective communication is crucial for leaders to inspire and guide their teams towards success.

**Just because you are talking
doesn't mean you are
communicating**

COMMUNICATION IS KEY

CONCLUSION

Emphasize the importance of inspiring, motivating, and guiding others toward shared goals. Key takeaways include focusing on essential qualities like integrity and empathy, cultivating effective habits, fostering communication, and promoting a culture of growth. Remember, continuous learning is essential for staying effective in today's dynamic business environment.



**THERE IS AN
EMPLOYEE OUT
THERE WHO STILL
THINKS OF YOU
BECAUSE YOU WERE
KIND TO THEM.**

**NEVER STOP BEING
THAT LEADER.**

CHRIS DONNELLY

CONTACT INFORMATION



Working
with
people
smarter
than you
is a
blessing.
Not a threat

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