

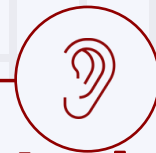
8 COMMUNICATION SKILLS

FOR LEADERS



Adaptable communication style

Every employee is different so tailor communication to influence others & reach goals.



Active listening

Show care by asking for opinions, ideas & feedback. Engage in the conversation by focusing on the employee and avoiding distractions.



Transparency

Build trust by speaking openly about goals, opportunities and challenges.



Clarity

Speak in specifics and define desired results and expectations. If goals are not being met, ask how you can clarify or help.



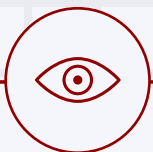
Open-ended questions

Elicit thoughtful responses and get an understanding of the challenges and opinions of individuals.



Empathy

Acknowledge and understand employees' feelings and experiences to make them feel valued and heard.



Open body language

Make eye contact and establish rapport as 93% of communication impact comes through non-verbal cues.



Feedback

Ask for feedback and implement actions from it so that employees feel their perspective is valued.