

# ***LEADERSHIP DEVELOPMENT***



# ***LEADERSHIP SKILLS or SKILLS for LIFE***

19 February 2009

*Communications Skills*

- 2 -

Leadership Skills are really Life Skills -- One part (and a really big part) is How we communicate with one another

# ***Communication Skills***

- 1. Smile**
- 2. Look the person in the eye**
- 3. Listen**
- 4. Remember names**

19 February 2009

*Communications Skills*

- 3 -

The first one is to Smile -- It may seem trite, but a smile makes the wearer look much better

2. When you talk to someone look them in the eyes -- nothing makes people feel more valued than when some one is talking to them directly.
3. LISTEN – you have TWO ears and one mouth – so you should use YOUR ears TWICE as much as your MOUTH. Sometimes you even have to LISTEN with your eyes and watch someone's expressions and eyes for what they are really saying.
4. When you Remember someone's NAME – it makes the person feel valued – It is especially important if the person is a relative like your mate or your kids – Use an example from your own life experience – you met someone you used to work with or went to school with and they remembered your name – or when a parent (or you yourself did) called you by your sibling's name

# ***Communication Skills***

**5. Be aware of body language**

**6. Be respectful of other people's boundaries**

**7. Look for common interests**

**8. Give genuine compliments**

19 February 2009

*Communications Skills*

- 4 -

5. Watch a person's body language – do they stand with their arms across their chest? Are they looking all around at other things not you?
6. Be respectful of other people's boundaries – both physical and personal – most people are uncomfortable when someone gets too close or "in their space". There are other boundaries – language – humor. This doesn't mean you have to change you – just be respectful of the other person.
7. Try and find a common interest since communication is two ways – a "Question and Answer" -- you ask me a question – I answer and then I ask you a question and you answer – back and forth. You're bound to find a common interest.
8. Give genuine compliments – don't embellish – "I really liked your presentation – mention a slide or two from the presentation or an example" – Want to practice this technique now? If no one gets the humor – laugh and say – well maybe you're not ready for the exercise.

***Questions???***

***Thank YOU for Participating***

19 February 2009

*Communications Skills*

- 5 -

Questions? If a question is asked you are really sure of either the question or the answer – repeat or paraphrase the question back to them – pause for agreement to the question – pause and either answer the question or say you will have to check or if personal, talk to them later.

If electronic communication comes up, discuss how important it is to NOT use all capital letters – Yelling – to use spell check and to RE-READ the note. NEVER, NEVER, send an electronic when ANGRY or UPSET. ALWAYS, ALWAYS wait maybe a whole day or two – RE-READ before sending anything especially when upset. Be careful not to be in broadcast or distribution mode at inappropriate times.

A BIG THANK YOU TO EVERYONE!