

The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. A large red speech bubble is centered on the page, containing the main title and subtitle.

The Art of Successful Communication

How Leaders Talk

Overview

Effective Communication Overview

Communication Complexities

Ethical Communication Practices

**Effective Communication with a
Supervisor**

When to Listen & When to Speak

The Danger of Gossip

The Power of Non-Verbal Cues

Understanding Each Other

Group Activity



The background features several sets of concentric, curved lines in the top-left and bottom-right corners. These lines are rendered in a light gray color, with some being solid and others being dashed. The overall aesthetic is clean and modern.

#1 Element of Leadership Presence

- **Effective Communication**

Brainstorm



A red speech bubble graphic with a white outline, containing the text 'Communication Choices are Complex'. The bubble has a tail pointing downwards and to the right.

**Communication
Choices are
Complex**

Face to Face

Email

Phone

Text

Managing Expectations with a Supervisor

- **Discuss how you want to have conversations**
- **Create an emergency plan**
- **Create rank of priorities**
- **Have time estimates**
- **Compare with your supervisors priorities**
- **Know your deadlines**
- **Embrace shifts and adjustments**

Ask Good Questions

- What can I be doing right now that will be most helpful?
- How should I prioritize that?
- Am I missing anything?

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Know when to Listen

When you don't know the context

When you don't have a strong opinion

Know when to Speak

- If you have relevant experience
- If you have useful resources to share
- If you do have a strong opinion
- If you have key questions

The Danger of Gossip

- It is tempting
- It hurts
- Similar to a computer virus
- It is passive aggressive behavior
- The disguised “concern”

Is it Chit Chat or Gossip

Questions to ask yourself

- Is it negative, and embarrassing to the person being spoken of?
- Does it create rifts?
- Does it have a negative emotional charge?
- Does it serve to perpetuate conflict or negativity?
- Is it harmful or damaging?
- Is it something you would say in front of that person?



Or Keep it
Simple

Is it true?

Is it kind?

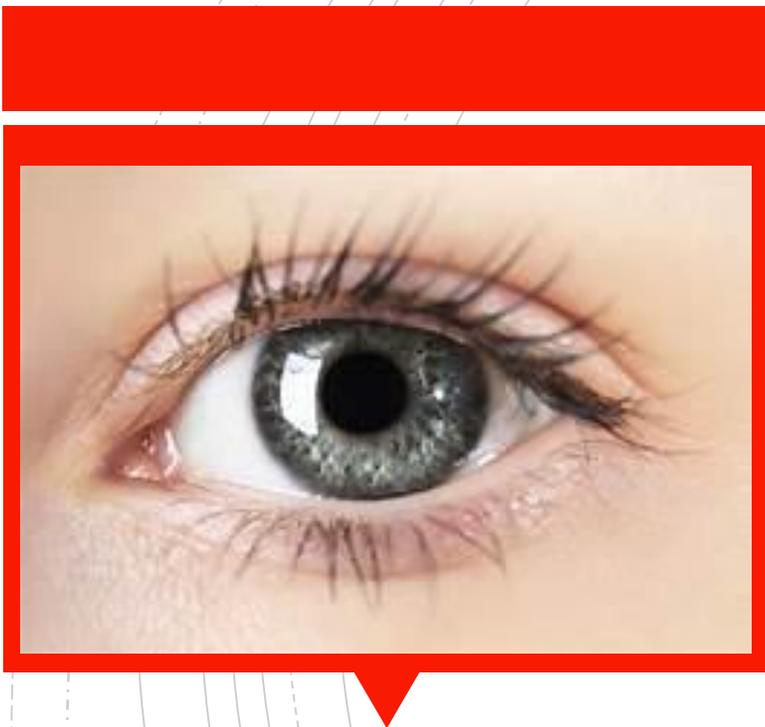
Is it necessary?

Be the Change- Get off the Train

- Be busy
- Don't participate
- Turn it around by saying something positive
- Avoid the person gossiping
- Practice discernment-Keep your private life private
- Choose your friends wisely at work
- Be direct
- Don't be afraid to go to a supervisor

Understand Non-verbal Ques

- **Useful hints**
- **Useful data**



- **Eye Gaze**
- **Rapid Blinking**
- **Lift of Eyebrows**
- **Smile Crinkles**

Facial Expressions



Open versus
Closed



Direction of the Feet



A red speech bubble graphic with a white outline, containing the text 'Body Language Tips'. The bubble has a tail pointing downwards and to the right.

Body Language Tips

Increase participation

Encourage collaboration

Connect instantly

Stimulate good feelings

Show agreement

Improve speech

Sound authoritative

Improve memory

Which Animal
are You?



Closing Activity



**Thank You for
Your
Participation**



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