



Manager Essentials Leadership-Development Program

Communication in Leadership



Manager Essentials Virtual Cohort 1

Pre-Self Assessment & DISC

Post-Self Assessment



Between Sessions: application exercises, accountability partner connection, follow-up, and reminders

Ice Breaker

You have your own late-night talk show. Who do you invite as your **first** guest?



Your Action Items

- Have the accountability conversation you need to have.
- Meet with your accountability partner to discuss both items, using the guided questions:
 - How did the accountability conversations go?
 - What did you learn about how you might approach it differently next time?
- Continue to work on your Leadership Mission

Breakouts: Homework Discussion

- When you had your Accountability conversation go? What did you learn about what to repeat or do differently next time?
- If you have not yet had the chance to have an accountability conversation, what lesson from our previous workshop stands out to you as most critical to keep in mind when you do?
- What questions do you have about your Leadership Mission?

Today's Objectives

Handle communication productively to meet business objectives and get the MOST out of the people you lead.

Pre-Assessment Results

Survey Item	Group Average
I know how to leverage brain-based communication tools to ensure my team understands my message.	3.1

Raise Your Hand If...



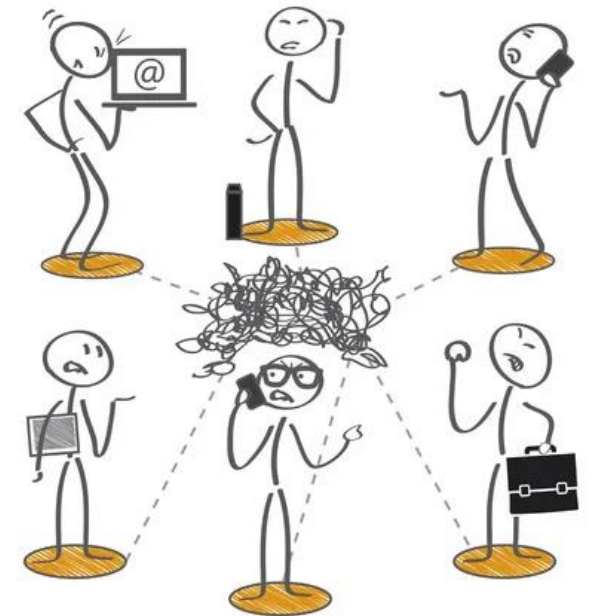
Communication Goals

- To share a story
- To ask a favor
- To request permission
- To share or promote an idea
- To garner ideas
- To garner support for an approach
- To teach
- To persuade/convince someone to do or think something
- To connect with someone else/build a relationship
- To uncover a deception
- To untangle a miscommunication
- To correct a misunderstanding
- To apologize



Impact of Not Accomplishing Communication Goals

- I (or someone) wasted time clarifying, correcting, or revising communication
- The relationship was damaged in some way (temporarily or permanently)
- Confusion increased
- Feelings were hurt
- People were upset/angry
- Something was lost (a job, trust, etc.)
- HR had to become involved
- The company lost money, a client, an employee
- I was embarrassed
- Add your own!





70% of communicators think their communications are clear, concise, and engaging.

60% of their employees disagree.



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Neurons

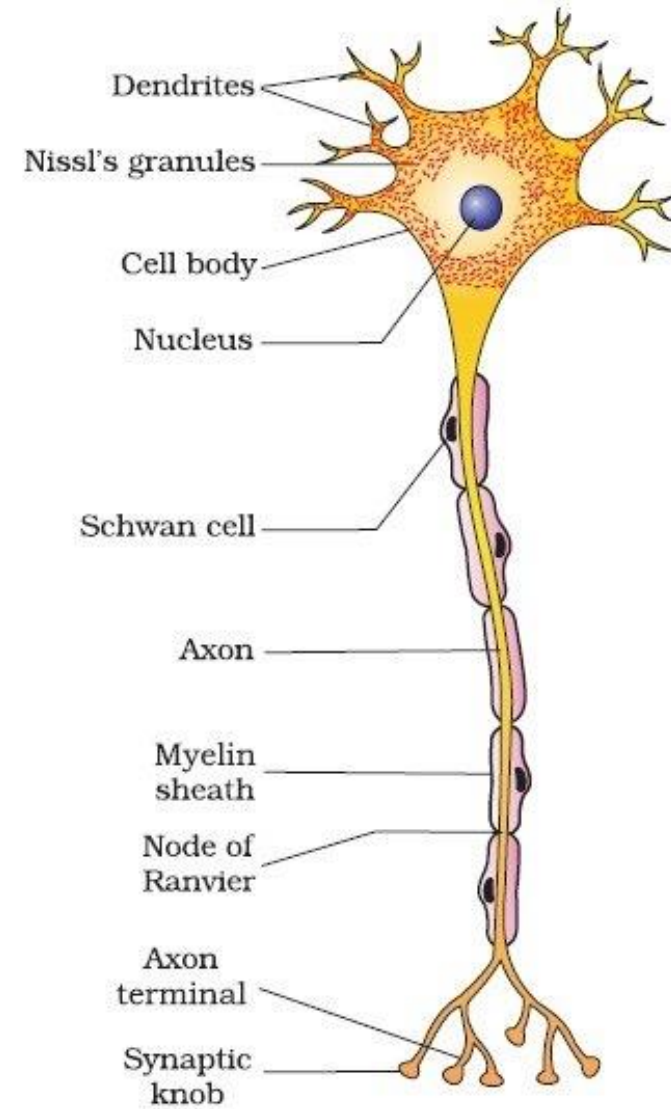


Figure 1. Structure of a neuron



Neurons

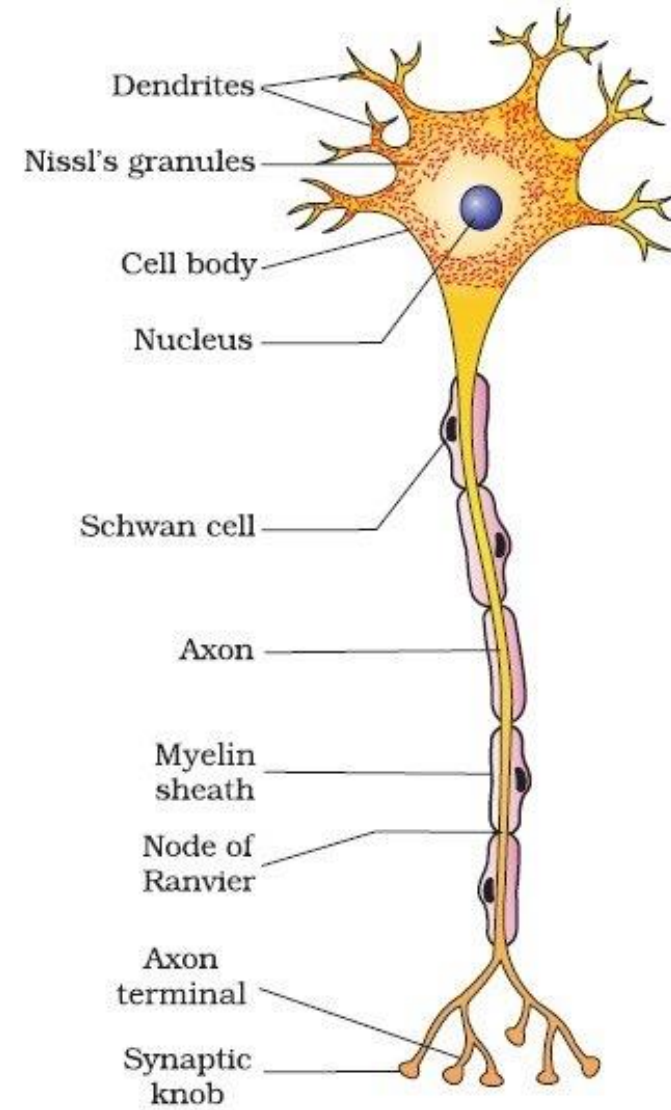


Figure 1. Structure of a neuron

Synapse

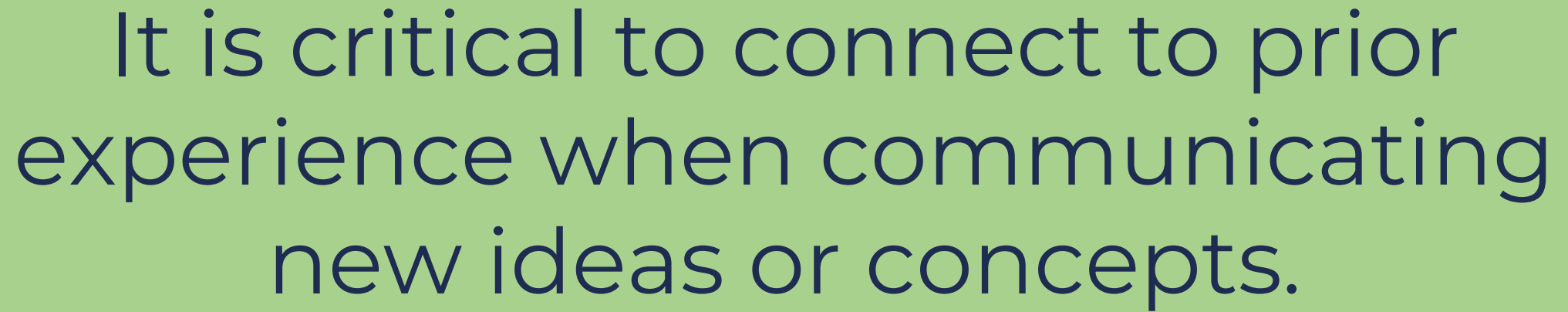


Neuronal Network



HRD*

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It is critical to connect to prior experience when communicating new ideas or concepts.



The brain undergoes biological changes as result of our experiences.



Prior experience with (or prior knowledge about) incoming data leads to a stronger synaptic connection to that data in the person's brain.








- The brain has 100 billion neurons.
- Each neuron has 10,000 connections.
- That equals 1,000,000,000,000,000 connections in the human brain!

Neuronal Network



HRD*

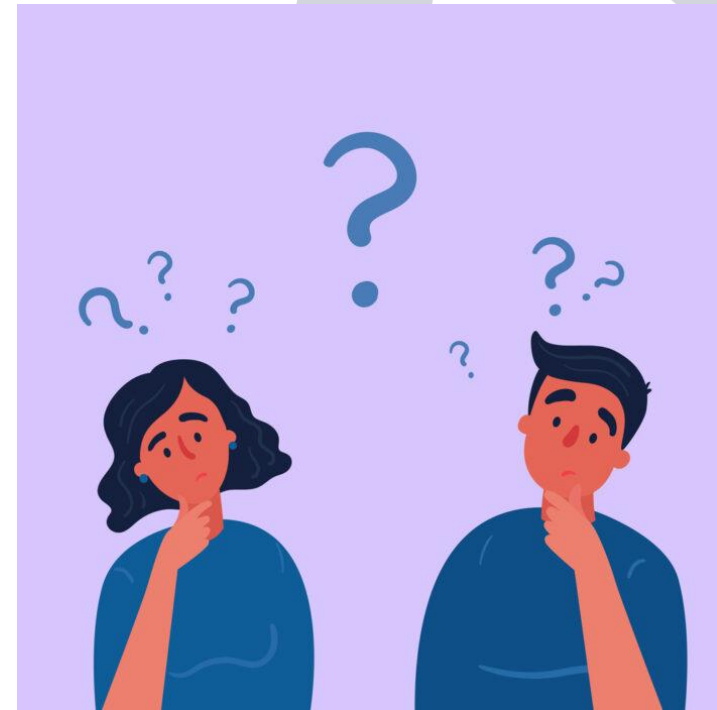
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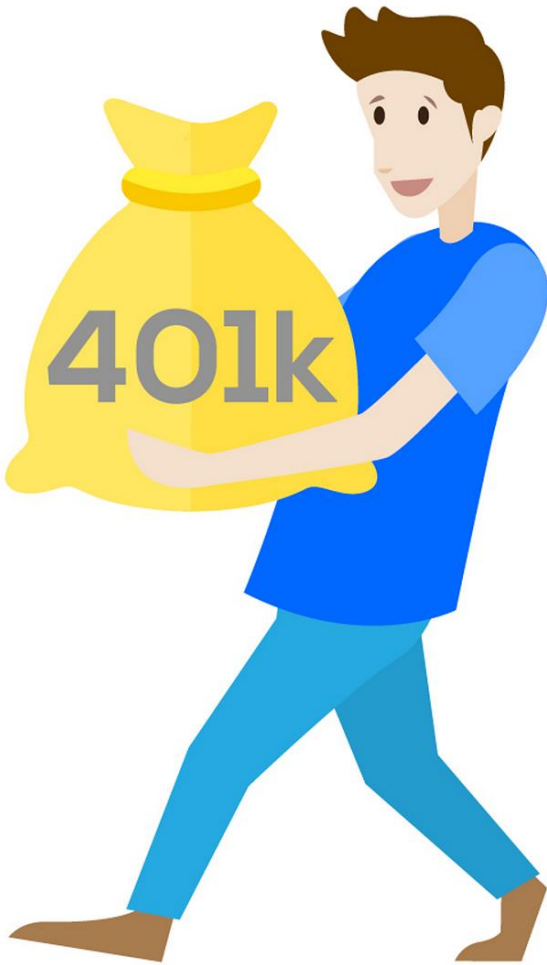


No one can understand anything if it isn't connected in some way to something they already know.

Activity

Recall a time you were trying to learn/understand something new and had a difficult time making a connection to this new information.

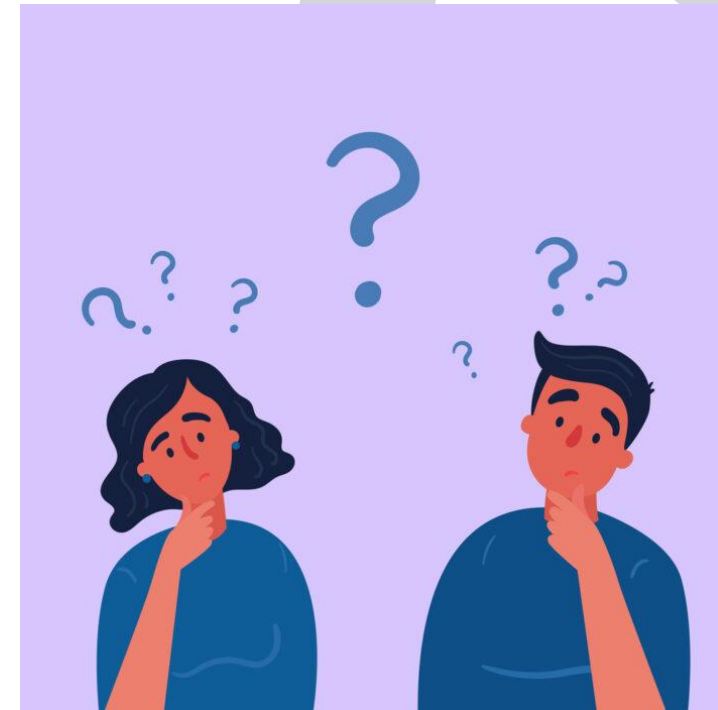




Activity

Recall a time you were trying to learn/understand something new and had a difficult time making a connection to this new information.

Share your example with a partner.





Two Facts About Prior Knowledge

1. Prior knowledge is a FACT: every person has some prior knowledge, of something!
2. Prior knowledge is **always** the building block of new knowledge.

Strategy #1 for Connecting to Prior Knowledge



Use concrete analogies—examples, metaphors, similes, parables, stories, etc.

Any comparative language: this thing is like that thing.

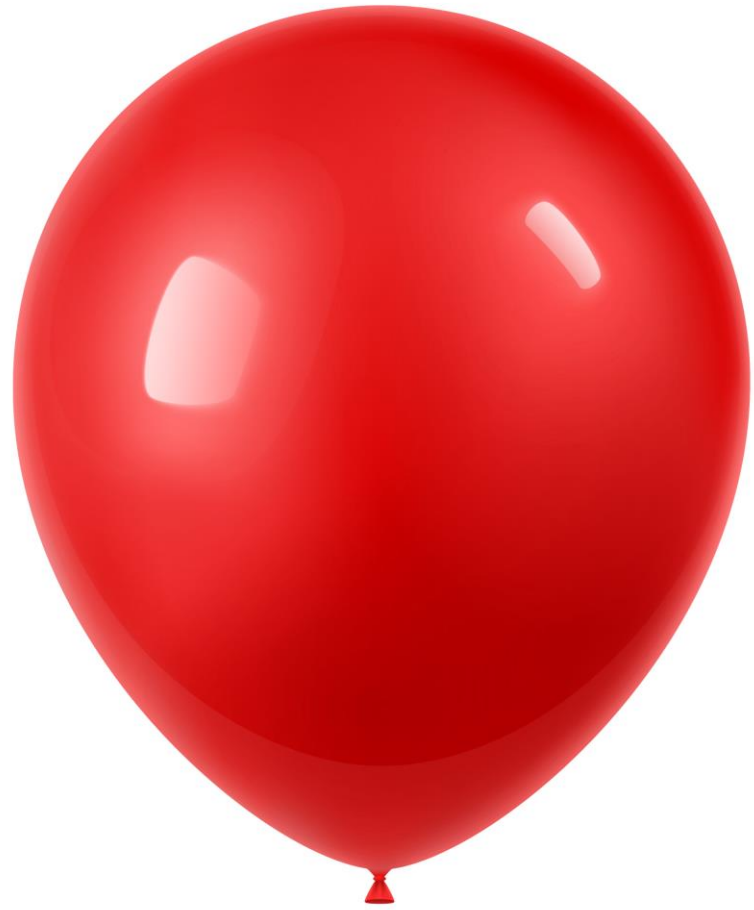
_____ is like _____.











Breakout Activity: Analogies

Option 1

What's the most memorable or valuable analogy you've heard or used recently? Why? What made it so memorable or valuable to you?



Gold Star Option!

Consider a miscommunication you have recently had. Construct an analogy that you or the other person (doesn't matter which) could have used that could have cleared things up or prevented the miscommunication altogether.

Strategy #2 for Connecting to Prior Knowledge

Create enriched environments



Your brain is like a movie crew!

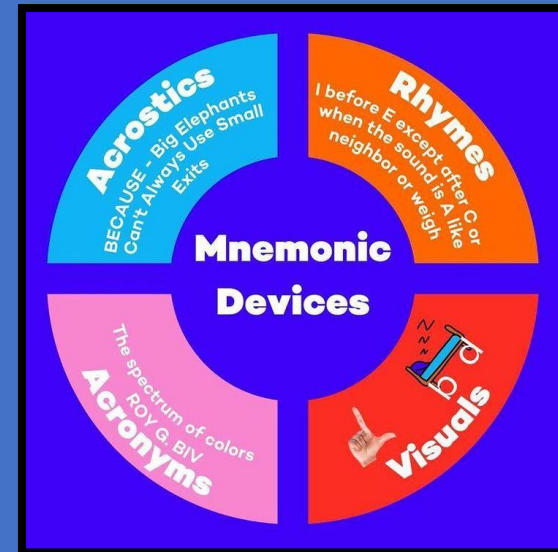
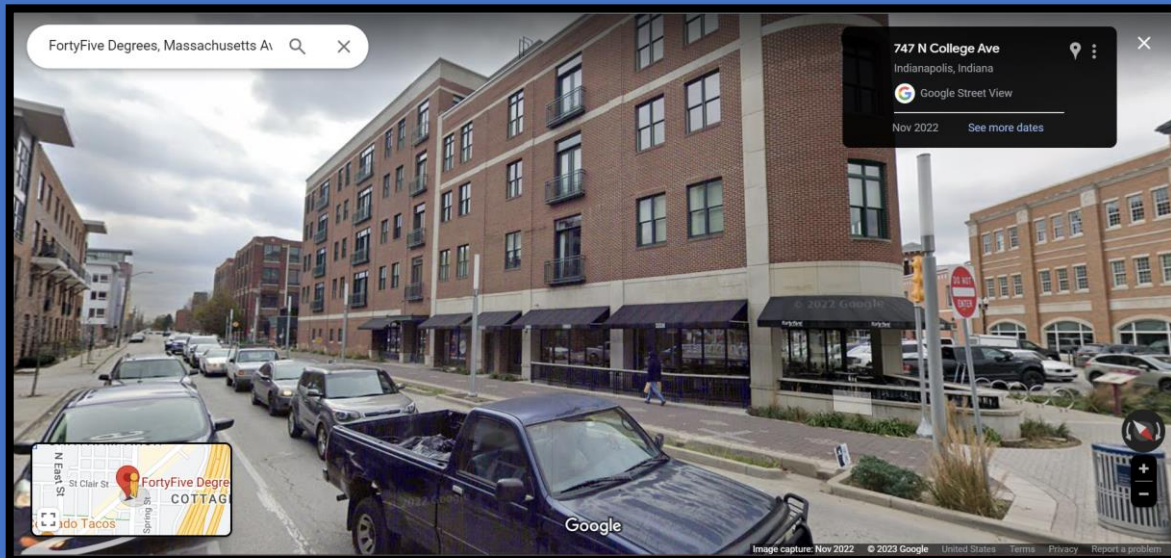








Who remembers the date the
Magna Carta was signed?



Strategy #3 for Connecting to Prior Knowledge

Ask more questions!









Ask GOOD Questions



- Do you remember...?
- Do you happen to know...?
- Can you help me recall...?
- What do you think about...?
- I wonder...?
- Do you think...?
- What's been your experience with...?

Activity



On your own:

- Think of a current communication challenge you're having or recently had. Some examples:
 - An employee who doesn't seem to be "getting" something
 - A meeting that doesn't feel particularly productive
 - A lackluster response to some data you shared
- Generate 2 examples of questions you could ask AND/OR a type of stimuli you don't normally use to connect more impactfully with the other person/people.

Activity: Breakouts



Now share with your breakout groups:

- What is the current communication challenge you're having or recently had? Ex:
 - An employee who doesn't seem to be "getting" something
 - A meeting that doesn't feel particularly productive
 - A lackluster response to some data you shared
- Share (or get help from your group generating) 2 examples of questions you could ask AND/OR a type of stimuli you don't normally use to connect more impactfully with the other person/people.

Leadership Mission

Let's talk about your Leadership Mission!

Sample Leadership Missions

- My leadership is dedicated to helping foster and grow the next industry disruptors and creative innovators in interior design.
- Lead by example, encourage others to grow, and foster a culture of trust and excellence!
- To empower those I guide to excel in their current positions and succeed in our common goals through collaboration and versatility.

Sample Leadership Missions



Extend GRACE and HOPE.

- **G**ratITUDE
- **R**espect
- **A**wareness
- **C**ompassion
- **E**ncouragement
- **H**onesty
- **O**ptimism
- **P**atience
- **E**njoy the little things



Action Items

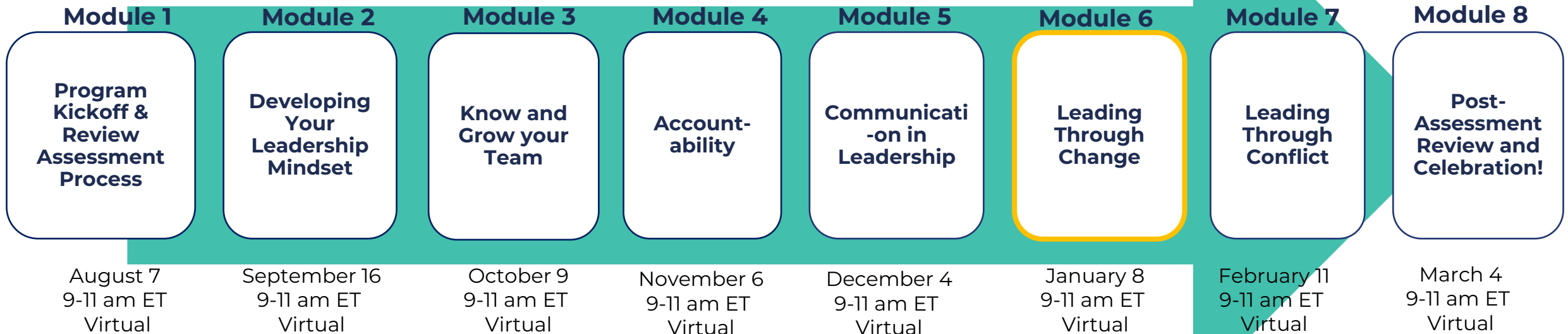
- Practice using your new brain-based tools: Analogies, Questions, and Enriched Environments.
 - Be prepared to share at least 2 examples next time of how you have done so.
- Listen to [*Quick Thinks: All Effective Communication Must Start With This \(Episode 25 of Think Fast, Talk Smart\)*](#) and meet with your accountability partner to discuss these questions:
 - What connections do you see between the questions Matt Abrahams (the podcast host) suggests you should ask of your audience or listener and the information you've learned in our workshop about the importance of connecting to someone's prior experience in order to communicate effectively?



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Questions?

