

Epic K- ommunication: Critical Mistakes Leaders Make

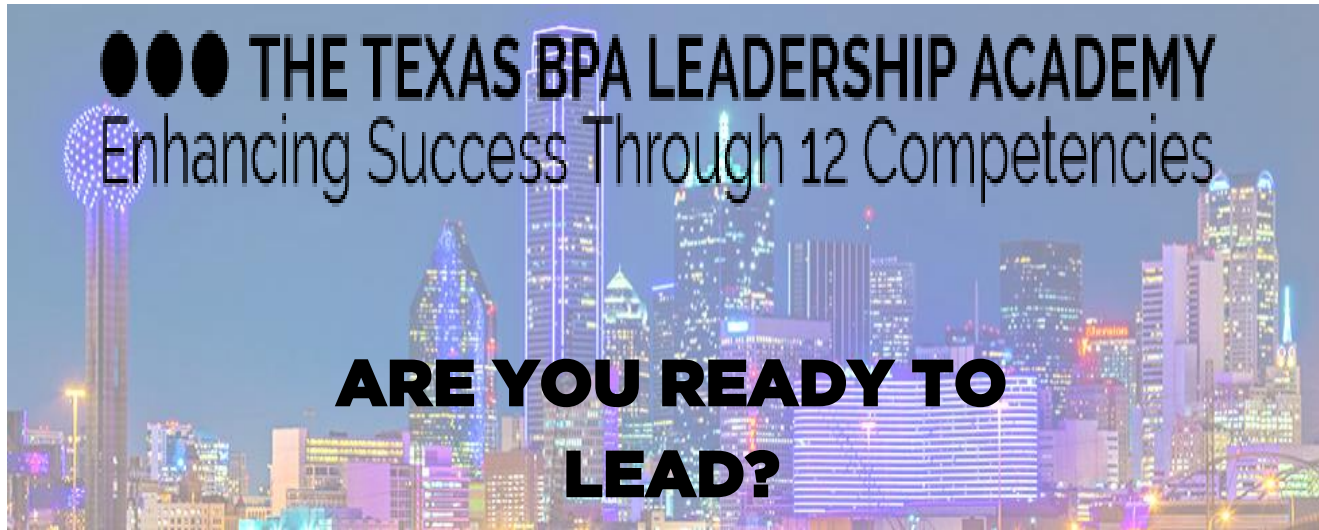


●●● THE TEXAS BPA LEADERSHIP ACADEMY
Enhancing Success Through 12 Competencies

**ARE YOU READY TO
LEAD?**

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Are You Communicating Effectively

— John Woods

*"You can't not communicate.
Everything you say or do or
don't say and don't do sends
a message to others."*

Epic Mistakes...

- Forgetting to Get Personal
- Speaking *at* Instead of *to* Others
- Thinking of Your Response Before People Finish Speaking
- Using Body Language That Contradicts Your Words
- Avoiding Eye Contact
- Racing to the End



Epic Mistakes Continued...

- **Being Accommodating Rather Than Honest**
- **Interrupting**
- **Complaining**
- **Using Jargon**
- **Asking Team Members If They “Understand”**
- **Saying “I” Instead of “We”**



How well do you communicate?...

Make a Team With...*

- In this activity, you must act quickly to form small teams based on instructions that you shout out.
- This strengthens communication skills and helps you think on your feet.
- 15 minutes.
- **Instructions:** You will have to form a team based on the instructions that I shout out. For example, I may shout out "Get into a team with people who are born in the same month as you."
- You can shout out, move, or sit down to signal that their team is "complete."
- You are to work as quickly as possible. .
- We will come back to recap after it's over.



What did you learn today?

- Get to know people
- Don't spend too much time talking about yourself
- Listen to the whole message
- Watch Your Body Language
- Look People in the Eye
- Be Honest, Even When it Hurts
- Don't Interrupt or Complain
- Keep it Simple and Don't Talk Down to People
- There is NO "I" in the Word "Team"



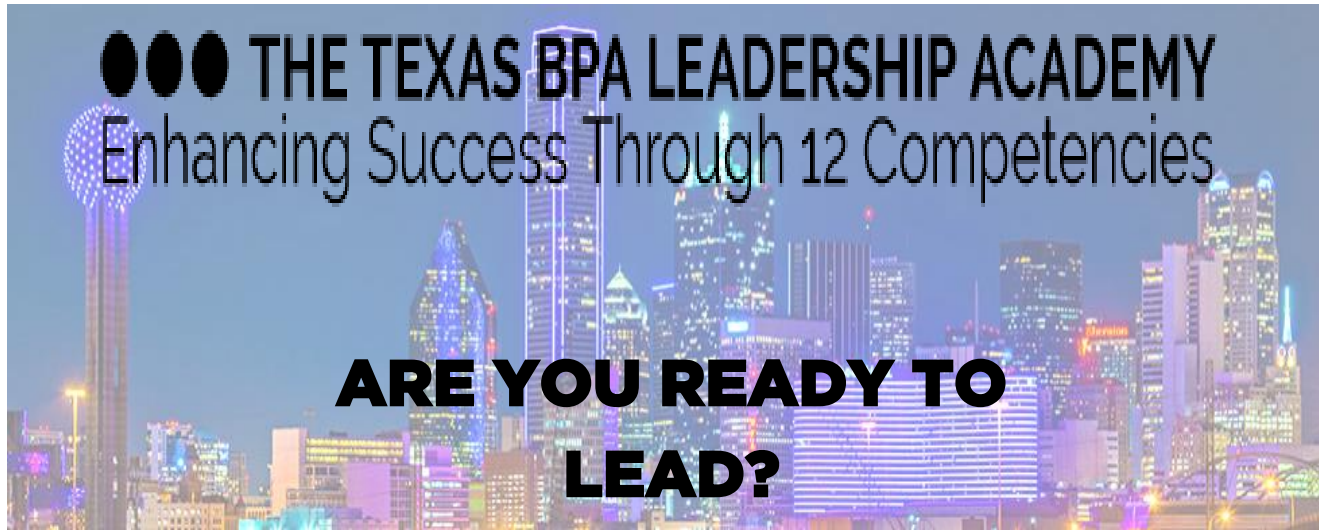
A word cloud featuring the words 'Listening', 'Communication', and 'Skills' in large, bold, green and brown fonts. Surrounding these are smaller words in various colors and orientations, including 'Master', 'Effective', 'Body', 'Language', 'Well', 'Non-verbal', 'Business', 'Cross', 'Good', 'Message', 'Active', 'Empathic', 'Cultural', and 'Listen'.

- A. Stephen is the President of his organization. He’s recently experienced conflict among some of the team members over which fundraiser to offer: a sand volleyball tournament or a trivia night. He visits with all team members individually. At the next meeting, he says, “based on everyone’s input and research on which raises the most money, it’s in our best interest to have the sand volleyball tournament.”**
- B. Stephen is the President of his organization. He’s recently experienced conflict among some of the team members over which fundraiser to offer: a sand volleyball tournament or a trivia night. He opens up the meeting to a very heated discussion. At the next meeting, he announces, “I’ve made the executive decision to go with a trivia night.”**
- C. Stephen is the President of his organization. He’s recently experienced conflict among some of the team members over which fundraiser to offer: a sand volleyball tournament or a trivia night. He visits with all team members individually. At the next meeting, he says, “I’ve seen the sand volleyball tournament done before, and it just didn’t raise enough money. We need to go with a trivia night.”**
- D. Stephen is the President of his organization. He’s recently experienced conflict among some of the team members over which fundraiser to offer: a sand volleyball tournament or a trivia night. He visits with team members who are opposed to a trivia night. He asks them, “I need a huge favor, can you please go along with this for the organization.”**



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