

Transforming Workplace Culture Series - Session 1

“What Leaders Say Matters”
*Thank you so much for viewing our
free online learning session!*



Session Objectives and Tips:

As leaders, we understand that...

1. Many statistics reveal my communication style has an impact on workplace culture.
2. There are 3 universal key communication skills necessary to build trust as a leader:
 - i. Communicate with “Enlightened” word choices
 - a) Ask open ended questions and avoid asking “why”
 - b) Utilize “We/Us” vs. “You” Statements
 - c) Analyze for word choice & tone
 - ii. Give clear expectations from the beginning
 - a) Early intervention when issues arise
 - iii. Give frequent feedback & positive reinforcement
 - a) Praise in public, correct in private
 - b) Praise with emotion, correct without emotion
 - d) Provide context and be timely
3. Trust is everything and can be built and likewise destroyed through how I communicate as a leader.
 - i. How do you intend to start building and maintain trust today?

Next Session Info:

Don't forget to sign-up or tune in for more **FREE** recurring monthly leadership microlearning webinars!

They are always held over Zoom or Facebook on the **3rd Wednesday of the month at 12pm Noon CT.**

See link for upcoming dates and topics! :

<https://businessclaritybydesign.com/events>

Sign up here: <https://forms.office.com/r/hRjagQg9Du> or use the QR code:

Or simply save this zoom link and join! [https://zoom.us/j/99259340332?](https://zoom.us/j/99259340332?pwd=A5jN4B7mHD4YzT2YmhD6krHbmJa3lC.1)

[pwd=A5jN4B7mHD4YzT2YmhD6krHbmJa3lC.1](https://zoom.us/j/99259340332?pwd=A5jN4B7mHD4YzT2YmhD6krHbmJa3lC.1)



Rate Yourself Exercise:

A great follow-up to the microlearning, "What Leaders Say Matters" is this self-evaluation tool to rate your competence in leadership communication skills.

Complete the ratings below, giving thoughtful consideration, and then spend some time reflecting on each, and provide an example of each for yourself (to make sure you are on point!)

Rate Yourself on a scale from 1 – 5

1 = you need much work in this area

5 = you have mastered this area

- I intentionally avoid mixed messages: I ensure that my words and actions are consistent as a leader.
- I speak in ways that support the values of my organization.
- I go directly to the relevant individual to discuss a situation if having difficulty with a coworker or team member.
- I verbally affirm my staff for their hard work and job well done.
- I allow my direct reports to feel safe sharing their opinions and perspectives, even when they're different from the majority view.
- I let my speech reflect my focus on the big picture and the shared goals of our organization.
- I verbally and graciously accept accountability for your words and actions and the results of those words and actions.
- I promote respectful dialogue and productive debate.
- I strive to provide early and clear instructions, expectations, and feedback.
- I am gracious in giving out apologies when I know it will help morale. I recognize it arguing doesn't matter, and will only make things worse.
- I do not allow emotions to interject themselves into my speech. I am self-controlled and take time before responding.

TOTAL =

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