

Effective communicators are...

- 1. Listeners
- 2. Servants

3 Keys to Effective Communication

- Know your mission.
- Strategize to accomplish your mission.
- Prioritize people above your mission.

Effective Communication Begins with Being an Effective Listener:

(10 Tools for Listening by Chris Lee)

- 1. Be open
- 2. Create the space to listen
- 3. Have the person feel like they are the most important person in the world
- 4. Listen to the words people are saying
- 5. Connect to the emotion
- 6. Know what questions to ask
- 7. Repeat back what you heard
- 8. Honoring the request made of you
- 9. Identify the kind of person who is talking to you
- 10. Listen to yourself

Communicate Like a Leader

- 1. Be accurate and honest
- 2. Don't lecture. People want a relationship, not a monologue.
- 3. Get to the point.
- 4. Contribute more than receive.
- 5. Lose the ego.
- 6. Be informative.
- 7. Be flexible and discerning.