Leadership Development Program

Advanced Communication
Sample Slides

Projecting Confidence

Know exactly what you are trying to say	Downplay uncertainty	Ask only a few questions

Don't react emotionally when you are challenged	Make bold statements

The Central Idea

Write a one sentence summary of speech	This is what people should absolutely remember	Does It Have Logical Divisions?
Are There Reasons Why It Is True?	Can You Support It?	Can you narrow it/

Building rapport

People will then trust you and feel that you care

Start Before You Begin
- Mingle; Learn Names
- Opportunity to reinforce or correct audience assessment
- Make a good first Impression

People listen to people they like

Presenting the main points

Main Point-Transition-Main Point-Transition-Main Point

Supporting Evidence	Examples	Feedback & Questions From Audience	Attention to, and Focus on, Audience (Listening)

Delivering Speech - Transitions

A word or phrase that indicates when a speaker has finished one thought and is moving on to another.

- "In addition to …
- "Now that we've seen…
- "Not only…
- "So the evidence is…
- "Let's look at…
- Eg "Now that we have seen how serious the problem of faulty credit reports is…

Communication systems exercise - example

Senior Management

Face to face meetings

Open door policy

Production

Sales and Marketing

Customer service

Video conferencing

Website, Reports

Survey feedback

Victoria

Phone calls

Emails

NSW

Downward communication examples

Ensure every person receives a copy of

- the strategic plan, which includes the organisation's mission, vision, values statement, strategic goals and strategies about how those goals will be reached.
- an employee handbook that contains all up-to-date personnel policies.
- A basic set of procedures for how routine tasks that are conducted
- their job descripton and the organisation chart.
- yearly performance reviews, including their goals for the year, accomplishments, needs for improvement, and plans to help the employee accomplish the improvements

A defensive communication climate

Judgemental	• **Emphasis on apportioning blame, making people feel incompetent**
Non-caring	• **Detached and impersonal, little concern for others**
Deceptive	• **Hidden meanings, insincerity, manipulative communications**
Superior	• **Status and skill differences emphasized in communications**
Controlling	• **Conformity expected, inconsistency and change inhibited**
Dogmatic	• **Little discussion, unwillingness to accept views of others or compromise**

Silos

Reasons silos develop	• **Lack of top management awareness and involvement** • **Absence of cross-functional knowledge, processes, and tools** • **Fear of sharing knowledge** • **Misaligned metrics** • **"I win – you lose" mentality**