

five keys

Leadership Communication Workbook



Leadership Communication

In today's fast-paced and diverse workplace, effective communication and strong leadership skills are essential for success. This course is designed to equip you with the knowledge and practical tools needed to excel as a leader and communicator in any professional setting. Whether you're a seasoned manager or aspiring to take on leadership roles, this course will provide you with the skills and strategies to communicate professionally in our work environment. As you learn about leadership communication skills, our workbook is here to help you apply the gained knowledge.

In our workbook, you'll have the opportunity to do some reflective work and gain deep levels of self-awareness. The more conscious we become of our mannerisms across the different styles of communication, the better equipped we are to objectively identify areas for improvement in our communication skills. We hope you enjoy your journey in this reflective work and look forward to helping you grow in your leadership skills.

Sincerely,

The Five Keys E-Learning Team



Use this barcode to
view the Leadership
Communication
e-learning course!



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Exercise 1: Communication & Why It Matters

The following exercise refers to Module 1 in your e-learning activity. In this module, you learned how to:

- ◇ Lead effectively
- ◇ Build up teams
- ◇ Improve collaboration
- ◇ Develop relationships with trust
- ◇ Resolve conflict



Writing Prompt:

Communication in Your New Role

As you've entered into your role as a leader with Five Keys, why is communication important to you or the workplace?

In this module, you learned about some of the ways that good communication skills can foster a productive and positive work environment. You learned about how communication helps with collaboration and how your professional relationships can be made stronger by it. For this writing exercise, consider communication in the context of your new leadership role with Five Keys. Why is communication important to you?

Exercise 2: Verbal Communication

The following exercise refers to Module 5 in your e-learning activity. In this module, you learned how to:

- ◇ Speak slowly with confidence
- ◇ Stay on topic
- ◇ Deliver a clear and professional message



Writing Prompt: Storytime!

In Module 5, we discussed how leaders speak slow enough for others to understand us with confidence, the importance of staying on topic, and how your tone/delivery of information impacts the way others receive your information. It's one thing to learn about it, but its another to practice it. In this self awareness exercise, you'll watch unedited video footage of yourself speaking for 3-5 minutes. Up for the challenge? You'll need a video recording device like a smart phone or tablet. Begin by recording yourself telling a story, then watch your video and take notes. What will you work on for the next time you tell a story?

Need help using the built-in voice recorder app on your phone? Scan or click on the QR codes below (Android on the left, Apple on the right) to learn how:



Exercise 3: Written Communication

The following exercise refers to Module 6 in your e-learning activity. In this module, you learned about:



- Preparation
- Concise use of words
- Email best practices
- Grammar and Punctuation
- Proofreading
- And peer review

Activity:

Taking stock of your best habits

After learning about the best practices of written communication in a professional environment, reflect on whether you use them. In the list below, place a check mark for each practice you use :

Practice 1 - Put requests, directives and deadlines at the top of emails

Practice 2 - Be brief, concise, and professional with your word choice

Practice 3 - Use spacing to create digestible chunks of information

Practice 4 - Separate positive and constructive feedback

Practice 5 - Make important content bullet points

Practice 6 - Attach and hyperlink documents and media carefully

Practice 7 - Begin with a professional greeting and end with a closing statement and signature

Practice 8 - Double check the email address of the recipient

Exercise 4: Listening

The following exercise refers to Module 7 in your e-learning activity.

After reviewing the importance of actively listening to people you speak with, take this active listening survey below to reflect on how often you actively listen. After completing this, tally up your points and reflect on the scale provided.

Scale: 1 pt = Always, 2pt = Often, 3 pt = Rarely, 4 pt = Never

How often do you...

stop listening to someone speaking to you and think about something else?

forget a person's name immediately after they've told it to you?

use your phone during a conversation?

hear a song and not know what they've said?

feel so strongly about a subject that you couldn't think about an alternate perspective?

interrupt someone while they were speaking?

nod your head in understanding or say "uh huh" to carry on a conversation even though you don't know what was said?

have a difficult time repeating back to someone a paraphrased version of what they just said?

Results:

24 pts - 32 pts = Actively Listen Often

16 pts - 23 pts = Actively Listen Sometimes

8 pts - 15 pts = Actively Listen Rarely



Lined writing area with horizontal blue lines.

