

# THE COACHING GUY

## Building Leadership Capabilities

# Steps to Levelling up your Communication in Leadership

Ensuring that the level of your conversation in leadership are at the right pitch and tone involves considering various factors such as your audience, the context, and the objectives of the communication. Here are some strategies to help you maintain an appropriate level of conversation:

## 1. Know Your Audience

- **Understand Stakeholders** - Identify who you are communicating with—whether it's your team, other directors, C-suite executives, stakeholders, or external partners.
- **Consider Their Perspective** - Tailor your communication to address their interests, concerns, and level of understanding. Adapt your language and examples accordingly.

## 2. Align with Organizational Culture

- **Reflect Organisational Values** - Ensure your communication style aligns with the values, culture, and norms of the organisation. Adapt to the prevailing communication practices.
- **Leadership Style** - Reflect your leadership style while maintaining professionalism and respect for others' viewpoints.

## 3. Clarify Objectives and Messages

- **Define Clear Objectives** - Before any conversation, clarify what you aim to achieve, whether it's providing information, making decisions, inspiring action, or fostering collaboration.
- **Craft Key Messages** - Prepare key messages that are concise, relevant, and aligned with the purpose of the conversation. Focus on clarity and impact.

## 4. Adapt Communication Style

- **Flexibility** - Be adaptable in your communication style based on the situation and audience. Adjust your tone, pace, and level of detail as needed.

- **Empathy** - Demonstrate empathy and understanding of others' perspectives. Listen actively and respond thoughtfully to create meaningful dialogue.

## 5. Use Appropriate Language and Tone

- **Professional Language** - Use professional language that is clear, concise, and respectful. Avoid jargon or technical terms that may not be familiar to all listeners.
- **Positive and Constructive** - Maintain a positive and constructive tone even when discussing challenges or difficult topics. Focus on solutions and opportunities.

## 6. Encourage Two-Way Communication

- **Invite Feedback** - Encourage open dialogue by inviting questions, feedback, and ideas from others. Create an environment where everyone feels heard and valued.
- **Active Listening**: Practice active listening to understand others' perspectives fully before responding. Validate their contributions and concerns.

## 7. Prepare and Practice

- **Preparation** - Prepare for conversations by researching relevant information, anticipating questions, and organizing your thoughts.
- **Role-play** - Practice delivering key messages or handling potential scenarios to build confidence and ensure clarity in your communication.

## 8. Maintain Professionalism and Confidence

- **Confidence** - Project confidence in your communication while remaining approachable and open to discussion.
- **Non-verbal Cues** - Pay attention to your body language, facial expressions, and gestures to convey sincerity and engagement.

## 9. Follow-Up and Follow-Through

- **Action-Oriented** - Conclude conversations with clear action steps or next steps to maintain momentum and accountability.
- **Document Decisions** - Document key decisions or agreements and communicate them promptly to ensure alignment and clarity.

## 10. Seek Continuous Improvement

- **Feedback** - Solicit feedback from colleagues, mentors, or trusted advisors on your communication effectiveness. Use insights to refine your approach.
- **Learning Opportunities** - Take advantage of learning opportunities such as workshops, courses, or coaching to enhance your communication skills over time.

By consistently evaluating and adjusting your communication approach based on these strategies, you can ensure that the level of your conversations as a director remains appropriate, effective, and conducive to achieving organizational goals.

