

LEADERSHIP

Most commonly used by leaders to relay information about the companies culture, core values, mission and crucial messages to build trust and encourages employees.

Leadership communication also builds trust within the organization core between the leaders and employees and the organization via clarifying companies culture and structure, it helps employees to align better within the organization.

→ This communication inspire open dialogue throughout the company, promotes collaboration, teamwork and honest feedback.

→ It prevents miscommunication within the organization and ensure that all employees kept up to date with important information.

Why leadership communication is important

- Good communication increase and improve engagement
- Clear communication align with strategic goals
- It built trust and encourages transparency
- It can create a collaboration ~~exterior~~ accessible work culture.
- Leadership communication training creates effective leaders

Tips and best practices for leadership

- Be honest
- Always follow your promises
- Communicate wisely with plan
- Be empathetic
- Be ship the complex into simple and manageable
- Embrace openness and honest feedback
- Learn how to speak to group and individual.
- Be consistent in your communication and action
- Communicate equally with your employees

- Unlike people around a single course transmit confidence.

Leadership communication style

1. Listening
2. Coaching
3. Teaching
4. Directing
5. Advising
6. Motivating
7. Delegating

Four ~~main~~ main communication style

1. Passive communication style
2. Aggressive communication style
3. Passive-aggressive communication style
4. Assertive communication style

Passive communication style. Passive communicators ~~do not~~ do not speak frequently. • Instant they are happy to go with the flow and support the needs of other.

These non-verbal communication may include things like crossing the arms while avoiding eye contact.

Aggressive communication style

A person with this communication style is very confident in their point of view. However, they may say or listen to their teammates opinion.

They often interject their own ideas into a conversation. They may sometimes use language like "you are wrong" and "you don't get it." Non-verbally, this person will maintain eye contact.

Passive - Aggressive communication style

A person in this communication style does not feel comfortable saying what they mean. They verbal and non-verbally communicate very not matter. They may say they are excited, but their body language - contradictory.

Assertive communication style

A person with this communication style stands up for themselves. They are the type of communicator who knows how to explain and advocate what they want, the rights of others without self being. Assertive communication may use hand gestures while communication non-verbally.

They have calm or happy facial expression while speaking.

Social competence

Social competence consists of social, emotional and behavioral skills needed for successful social adaptation. Social competence also reflects having the ability to take another's perspective concerning a situation, learn from past experiences and apply negatively to the changes in social interaction. Social competence is the foundation upon which expectation for future interaction with others are built and perception of an individual's own behaviors are developed.

Social competence frequently encompasses social skills, social communication and interpersonal communication. Competence is directly connected to social behaviors such as social motives, abilities, skills, habit and knowledge of these social factors contribute to the development of a person's behaviors.

Communicative competence is the ability to achieve communicative goals in a socially appropriate manner. It is organized and goal oriented. It includes the ability to select and apply skills that are

appropriate and effective in the respective context.

It includes verbal & non-verbal behaviours

Ineffective business communication the required competences are -

1. It refers knowledge of grammar and vocabulary the

communicator should have knowledge of sound and their pronunciation, the formation of word and structure, and sentences and also the vague meaning is conveyed through language

2. Use of grammar only develop a habit of thinking logically and clearly among the learners
This help a learner to organize and express the ideas in his mind without difficulty

Dis course confidence

It is the knowledge of how to produce or comprehend oral or written text in

It is the modes of speaking, writing respectively. → It is knowing how to combine language structure into a comprehensive and coherent.

oral and written text of different formats types

→ Its deals with organism words, phrases and sentences in order to create conversation
speech, poetry, language, email messages newspaper and article.

Socio-linguistic competence confidence.

It include the knowledge of socio cultural codes knowing how to use and respond to language appropriately. It indirectly means that a communicator has the codes of other culture.

Being appropriate of knowing what the restriction of other culture are.

what politeness are used in each use when the politeness term should be for something for specific attitude (authority)

friendliness, courtesy, Zoning) is expected

Strategic competence

It is the ability to recognize and prepare communication breakdown report returning or after they occur

If the communication show unsuccessful due to external factors are due to message being misunderstood, the speaker must know how to restore communication. These strategies may be request for repetition, clarification, slow speech, use of gesture and taking turns in conversation.

Solution of communication problem with verbal means

1. Think before speaking
2. Understand your audience
3. Be clear and concise
4. Vary (change) your vocal tone
5. Pay attention to your body language
6. Be an active listener.
7. Do not interrupt or redirect to the conversation
8. Speak with confidence
9. Provide a suitable response to problem
10. for

Solution of communication problem with non-verbal means

1. Maintain comfortable eye-contact.
2. Use your facial expression
3. Maintain and open body position
4. Be considerate of personal space.
5. Mind your posture
6. Reduce stress
7. Look at signals as a whole
- 8.

Emotional Intelligence is a ability to identify and manage your own emotions, good leaders are well aware and person has to find the with a sense of purpose authenticity, awareness ~~fast~~ trust and tact. This benchmark evaluate your understanding of the topic being aware of potential knowledge gaps. allow you to better understand your current competency and areas for improvement so ~~one~~ can find (accept) suitable content and create away learning.

Tact:
Tact is the ability to deliver a different message in a way that consider other people feelings and prevent relation ship. It involve pushes many things such as emotional intelligence, compassion, honesty and cautery, ~~(competency)~~

Tact is a unique strategic reference in the fields of communication, public affairs and government negotiation.

Intelligence can be defined as the ability to solve complex problem or make decision with outcomes of benefiting the actor and may evolve in life form to adapt to diverse ~~environment~~ environments for their survival.

Why is intelligence important in life? The function of intelligence is categorised as:

1. focusing on questions of how to do and accomplish necessary life supporting tasks, the function of wisdom is categorised as providing the individual to consider the consequences of his actions both to self and their effects on others.

Trust Building

1. Building negotiation with the people we want to communicate with is the key to making communication effective and building Trust is essential. To meaning - full working relationship.

Effective communication plays a vital role in establishing trust in the workplace in the following ways

1. Clarity and Transparency :-

Open and honest communication matters clarity and transparency. Creating an environment where people employees feel informed and involved in the decision making process.

2. Respective and Empathy :-

Clear and respectful communication demonstrate empathy and understanding, encourage open dialogue and mutual respect among team members leading to the development of trusting and appreciating relationship.

3. Feedback and Recognition

Constructive communication including regular feedback and recognition demonstrates the organization's commitment to employees' development & success. Praising the

sense of appreciation & trust also manages next & staff.

4. Conflict Resolution :-

Effective communication promotes the resolution of conflicts and the handling of difficult situation in a professional and respectful manner, establishing culture of openness and fairness that contributes to building trust within team & across the organization.

5. Alignment & Accountability

When communication align with the organization values & goals, employees feel more connected to the company's mission, fostering a sense of accountability & trust in the organization's leadership & overall direction.

Thinking skills: to refers to your ability to understand and address problem based on app

Using critical thinking skills at one often involves organizing and processing data, facts and other information to understand a problem and create effective solutions.

Types of Thinking

1. Convergent Thinking
2. Divergent Thinking
3. Lateral Thinking
4. Critical Thinking
5. Analytical Thinking
6. Creative Thinking
7. Abstract Thinking
8. Concrete Thinking

Convergent Thinking

Convergent thinking means using logic.

It is also known as critical thinking.

Convergent thinking focuses on developing a single well established answer to

a problem. When you use convergent thinking to solve an issue, you continuously consider use probabilities or standards to make judgments.

Divergent Thinking

Divergent thinking refers to your ability to use your imagination. It is also known as creative thinking or horizontal thinking. It is a thought process used into develop areas by exploring general possible solutions.

Lateral Thinking

Lateral thinking refers to your ability to use both logic and imagination. lateral thinking involves solving issues through a creative mind it direct approach

Lateral Thinking

Critical thinking is about analyzing a number of factors

Analytical Thinking

whereas critical thinking helps us evaluate value to analyst's analytical thinking is about ~~with~~ examining the parts of an argument

It looks examining the parts of an arguments if looks much more closely at

Creative Thinking

It is a process of discovering solutions that are not obvious under normal circumstances/situations.

Abstract Thinking

Abstract thinking begins with symbols.

Concrete Thinking

Concrete thinking is about taking the word literally. It is also called literal thinking.