

Communication and Leadership Development

Leadership Communication, Communication and Social competence: context, feelings, intentions, behaviors, Providing and Receiving feedback, Difference between Tact and Intelligence, Emotional Intelligence: Trust through Communication, Thinking Skills: Meaning and Types.



A leader is one who inspires and motivates action; having a can-do personality and strong leadership skills is the key to leading the charge.

DEFINITION: Leadership is a process of social influence which maximizes the efforts of others toward the achievement of a greater good.



LEADERSHIP

Leadership Communication

Leadership communication is a type of communication most commonly used by leaders to relay information about the company's culture, core values, mission, and crucial messages to build trust and encourage employees.

□ Leadership Communication is the ability to communicate and socialize with team members in a way that they are properly informed, richly motivated, goodly inspired, well connected and of course United incredibly to one another

- In practice, it involves delivering a shared vision and inspiring others to buy into that vision. It is describing the values inherent to the company and showing how the company is living up to that promise. With clear communication, leaders can navigate their organization through all types of changes, big or small.



- Finally, it helps prevent miscommunications within the organization and ensures that all employees are kept up to date with important information.

Example: If a team member is expressing discontent at their workload at the moment, you can ask them to explain how they would prefer to change the team's workflow



Why is Leadership Communication Important?

It is very difficult to be a good leader without good communication skills. However, good communication skills are not as common as they should be. According to a Harvard Business Review study, 69% of managers report that they are not comfortable communicating with their employees in general. That is a significant number – especially because of the vital importance of good leadership communication.

- 1. Good communication improves engagement**
- 2. Clear communication aligns employees with strategic goals**
- 3. It builds trust and encourages transparency**
- 4. It can create a cooperative, open workplace culture**
- 5. Leadership communication training creates effective leaders**

7

ESSENTIAL COMMUNICATION SKILLS FOR EFFECTIVE LEADERSHIP

Interpersonal
Communication



Leadership
Storytelling



Comprehension
and Synthesis



Communicating
Concisely



Non-verbal
Communication



Listening
Skills



Affirmation
Skills



Communication and Social competence: Context, Feelings, Intentions, Behaviors, Providing and Receiving feedback

Social competence involves the ability to evaluate social situations and determine what is expected or required; to recognize the feelings and intentions of others; and to select social behaviors that are most appropriate for that given context.

Communicative competence is the ability to achieve communicative goals in a socially appropriate manner. It is organized and goal-oriented, i.e. it includes the ability to select and apply skills that are appropriate and effective in the respective context.

Elements of social competence -

1. Context
2. Feelings
3. Intentions
4. Behaviour

(1) Context-

Context refers to the circumstances and environment in which communication takes place. This includes the setting of the environment, the relationship between individuals, cultural factors, and the purposes of the interaction.

(2) Feelings-

Feelings play a significant role in communication and social competence. Acknowledging human emotions helps

- To foster purposeful connections . □ To resolve conflicts

(3) Intentions-

Intentions refer to the goals or the purposes behind communication and social interactions. Intentions should be clear and clear, because clear intentions helps

- To convey messages clearly. □ It minimizes the risk of miscommunication.

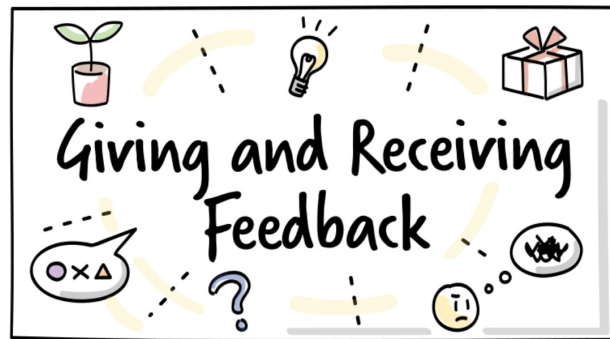
(4) Behavior-

Behavior encompasses the actions and responses of individuals in social interactions. Social competence involves not only understanding but also regulating one's behavior

Receiving and Giving Effective Feedback

Effective feedback is a valuable tool for personal and professional development.

Whether you are providing or receiving feedback, it is essential to approach it with a constructive mind set, with open mindedness.



We are continually receiving and giving feedback, both explicitly through oral and written language, and implicitly through gestures and tone of voice. It is important to distinguish feedback from evaluation. Feedback is a formative assessment tool that uses descriptive, constructive, and nonjudgmental language. Evaluation is a summative assessment tool that judges outcomes and allows for comparison against a standard of performance.

Providing iterative feedback is preferable as this provides the recipients the opportunity to improve before participating in the next activity and before a formal evaluation. Effective feedback is achieved by establishing a positive interpersonal relationship between the person(s) providing feedback and the recipient(s) as this creates an environment that fosters development.

GIVING FEEDBACK



Start with the positives /strengths



Don't go overboard with feedback



Be specific with your feedback



Use a "Sandwich" approach



Be Prompt



Make it an ongoing exercise

RECEIVING FEEDBACK



Appreciate the feedback received



Don't throw it back by making excuses



Take your feedback seriously



Do a self evaluation



Take it as an opportunity to learn



Follow up

The Ultimate Guide



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I Tech World (AKTU)

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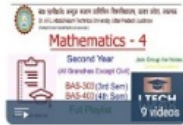
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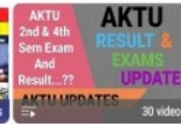
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Difference between Tact and Intelligence

What Is Tact?

the ability to deal with people without offending or upsetting them

(लोगों को अपमानित या परेशान किए बिना) व्यवहार करने की योग्यता; व्यवहार-कौशल, चतुराई

Tact is the ability to tell the truth in a way that considers other people's feelings and reactions. It allows you to give difficult feedback, communicate sensitive information, and say the right thing to preserve a relationship.

Tact encompasses many things, including emotional intelligence, respect, discretion, self-awareness, thoughtfulness, compassion, subtlety, honesty, diplomacy, and courtesy.



Why Is Tact Important?

- First, tact is important when you have to deliver bad news or provide critical feedback, whether in a personal or professional situation.
- Tact also demonstrates good manners.
- Finally, tact can help you to avoid conflict, find common ground, and allow others to save face. It can therefore be an important asset in negotiations and in conflict resolution.

Intelligence is a complex trait that involves various cognitive abilities, including problem-solving, reasoning, learning, memory, and adaptation to new situations. It goes beyond a single skill and encompasses the capacity to understand, analyse, and respond effectively to the environment. Intelligence is often measured using IQ tests, but it's important to note that these tests may not capture the full spectrum of human cognitive abilities or potential.



□ Difference between Tact and Intelligence :-

(1) Tact is the ability to communicate and handle situations with diplomacy. While

Intelligence is the ability to communicate with cognitive approach.

(2) Tact may involve manipulative dealing with the circumstances, whereas

Intelligence is intellectual dealing with the circumstances, using problem solving, creative and innovative thinking, employing critical and analytical thinking.

(3) Tact can be measured through behavior and attitude but there is no scientific method to measure tact, on the other hand

Intelligence is measured through tests like I. Q. Test etc

(4) A person with tact can make others happy with sweet coated words but

An intelligent person is often straight forward . His aim is to bring the truth into light, even if it's bitter, without harming anyone's dignity

(5) Tact focuses on interpersonal finesse, while

Intelligence focuses a broader ranger of cognitive abilities.

(6) Tact is rather professionally unacceptable, but

Intelligence is professionally required and admired

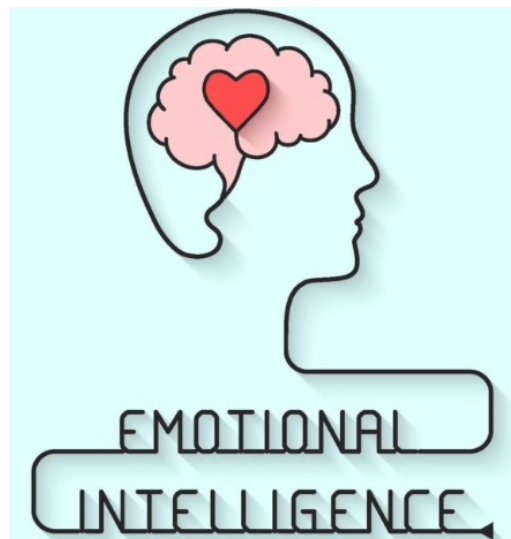
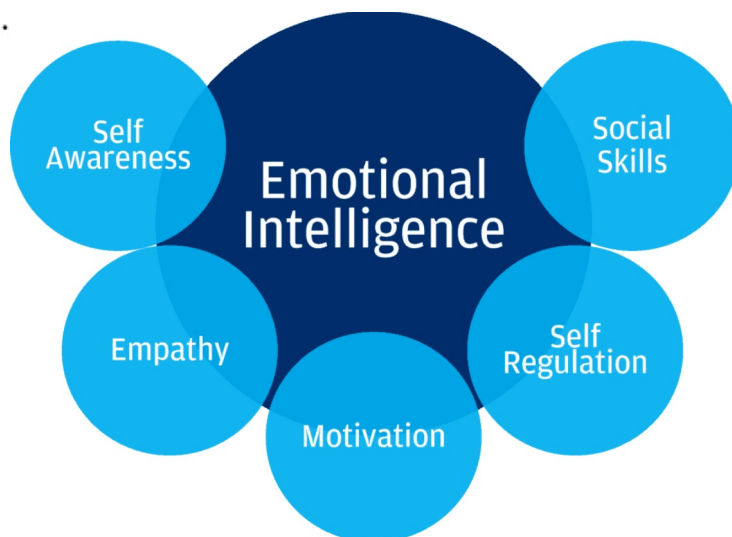
In summary, tact is more focused on interpersonal skills and emotional intelligence, while intelligence is broader, covering cognitive abilities. However, a combination of both can contribute to effective and considerate communication.



Emotional Intelligence: Trust through Communication

Emotional intelligence is the awareness of emotions in yourself and others and being able to use that awareness to act respectfully and in a way that's beneficial. Mastering these emotional skills can improve how you interact with others.

Emotional Intelligence (EI) is the ability to manage both your own emotions and understand the emotions of people around you.



When you utilize a high level of emotional intelligence, you are better able to act intentionally and let this emotional awareness guide your behavior. Moreover, you can leverage this emotional skill to improve your day-to-day communications in the workplace. You can leverage each daily interaction as an opportunity to build trust and confidence in your leadership skills.

01

Self-Awareness

- Recognize your own emotions.
- Understand how they influence your actions.

02

Self-Regulation

- Manage emotions in a healthy way.
- Adapt to changing circumstances.

03

Empathy

- Understand other people's emotions.
- Offer comfort and support.

04

Social Skills

- Build and maintain relationships.
- Effective communication.

The Four Pillars Of Emotional Intelligence

Trust through Communication

What is Trust :- Trust means to be assured that the other person wants to see you happy and prosperous.

Trust is the belief that somebody is good, honest, sincere, etc. and will not try to harm or trick you.



Ways To Build Trust

1. Communicate with transparency. Have no hidden agenda.
2. Behave consistently. Emotional ups and downs cause people to doubt you.
3. Show sincere interest in others' aspirations and goals. Ask questions and listen.
4. Take responsibility. No excuses, no justifications. If you mess up, fess up.
5. Communicate respectfully at all times. No yelling, no gossiping, no belittling comments, no embarrassing others.
6. Clarify, emotionally and mentally, how you expect to be treated. We teach others how to treat us by the way we treat ourselves.

Thinking Skills: Meaning and Types

Thinking skills refer to your ability to understand and address problems based on all available information and facts. Understanding your thinking skills can help you become a better decision-maker.

Thinking skills include **theorising, predicting, evaluating, memory recall and thought organisation**. They are something that everyone has, but not everyone knows how to use them effectively. Developing effective thinking skills comes with time. They are what we use when we **solve problems, make decisions, organize events or process information**.



How Are Thinking Skills Important In Education?

Thinking skills enable all of us to process information, recall facts and apply knowledge to various situations. At a higher level, this can involve problem-solving and analysis, which are both useful in education.



Different Types of Thinking Skills

There are many types of thinkers and many ways to approach learning a new skill.

Here are examples of common thinking skills:

- ❖ **Critical**- critical thinkers favour a careful, detailed and open-minded evaluation of a whole problem. Using critical thinking skills at work often involves organising and processing data, facts and other information to understand a problem and create effective solutions.
- ❖ **Analytical** - methodical and structure-focussed, analytical thinkers tend to examine individual parts of a problem before tackling the whole.

Being analytical is a huge part of critical thinking. Being analytical actually means to analyse something, carefully examine it, understand it, and then pass on information about it to someone else. We can analyse anything, be it people, objects, problems, texts, or something else.

- ❖ **Creative-** approaching a problem from a different angle, creative thinkers tend to follow an unconventional process that involves asking a lot of questions.

This skill may come as a shock to some people, as creativity is not often something that comes up in the discussion of critical thinking examples. However, creativity is a big part of critical thinking. Thinking creatively does not have to involve making up songs or drawing pictures, it can just be thinking outside the box and spotting patterns where others may not.



- ❖ **Open-Mindedness:** In order to be effective in thinking critically, you have to be open-minded. Being open-minded means putting any preconceived ideas or judgements that you may have about a subject, person etc., and look objectively at the information you've been presented with. This way you will be able to analyse the information without any bias swaying the outcome.



- ❖ **Problem-Solving:** Last up on our list of critical thinking examples is problem-solving. This skill begins with effectively analysing a problem. Once you have performed an initial analysis of the problem, you must use problem-solving skills to come up with a solution and put it into practice. The last step in effective problem-solving is to step back and assess how effective your solution was.



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