



# Welcome to this session: Effective Communication

The session will start shortly...

Questions? Drop them in the chat.  
We'll have dedicated moderators  
answering questions.





# What is Safeguarding?

Safeguarding refers to actions and measures aimed at protecting the human rights of adults, particularly vulnerable individuals, from abuse, neglect, and harm.



**To report a safeguarding concern reach out to us via email:**  
**[safeguarding@hyperiondev.com](mailto:safeguarding@hyperiondev.com)**

## Live Lecture Housekeeping:

- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
- No question is daft or silly - ask them!
- For all non-academic questions, please submit a query:  
[www.hyperiondev.com/support](https://www.hyperiondev.com/support)
- To report a safeguarding concern reach out to us via email:  
[safeguarding@hyperiondev.com](mailto:safeguarding@hyperiondev.com)
- If you are hearing impaired, please kindly use your computer's function through Google Chrome to enable captions.
- GitHub link for the slideshow/slide deck – feel free to check it out: [Link](#)
- Here's the HyperionDev Live Session Schedule – it shows all the upcoming sessions you can sign up for: [Link](#)





# Open-Ended Questions

## Open-Ended Question 1

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- ❖ When you're in a group or leading a project, how do you make sure you're really listening to others and asking the right questions to understand their ideas better?

## Open-Ended Question 2

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- ❖ How do you handle giving and receiving feedback?
- ❖ Have you ever thought about focusing on what can be done better in the future rather than just what went wrong in the past?

## Open-Ended Question 3

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- ❖ Why do you think being clear and open about your goals, decisions, or challenges is important when working with a team?
- ❖ How might it help everyone stay on the same page?



## Open-Ended Question 4

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- ❖ What are some small things you can do to make people feel comfortable and valued when they're working with you?
- ❖ How do you show that you're someone they can rely on?



## Learning Objectives

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- ❖ Examine **active listening and effective questioning** for deeper understanding and critical thinking.
- ❖ Explore **constructive feedback and feedforward** for continuous growth and success.
- ❖ Establish how **to communicate clearly** by articulating goals, sharing information transparently, providing regular updates, and establishing effective feedback mechanisms.
- ❖ **Build strong rapport** and trust by practising active listening, demonstrating empathy, fostering open communication, and recognising team contributions.



## Active Listening & Questioning

- Effective communication is **imperative for successful leadership**, and within this realm, active listening and skillful questioning play pivotal roles.
- These two interrelated components create a dynamic interaction that fosters understanding, builds rapport, and **encourages meaningful dialogue** within teams.



## Active Listening

- Active listening goes beyond merely hearing words; it involves fully **engaging with the speaker and comprehending the underlying message.**
- Leaders who actively listen demonstrate empathy, openness, and a **genuine interest in the perspectives of others.**



## Active Listening - Key Elements

- Nonverbal Cues.
- Paraphrasing.
- Avoiding Interruptions.
- Asking Follow-Up Questions.



## Skillful Questioning

- Skillful questioning complements active listening by **guiding the conversation and extracting valuable insights.**
- Leaders who master the art of questioning can steer discussions, **encourage critical thinking, and uncover underlying issues.**



# .....Skillful Questioning - Key Techniques

- Open-Ended Questions.
- Clarifying Questions.
- Reflective Questions.
- Probing Questions.



## Active Listening

- Active listening and questioning work in tandem to create a **dynamic and constructive communication cycle**.
- Leaders who actively listen gain valuable information, which, in turn, **informs the quality of their questions**.
- This fosters an **environment of mutual respect and collaboration**.



## Benefits

- Enhanced Understanding.
- Improved Problem-Solving.
- Strengthened Relationships.
- Promoted Innovation.



## Personal Activity - Time To Reflect

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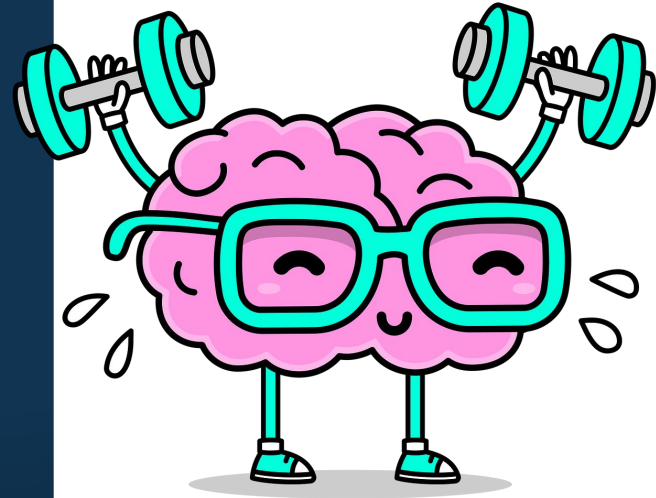
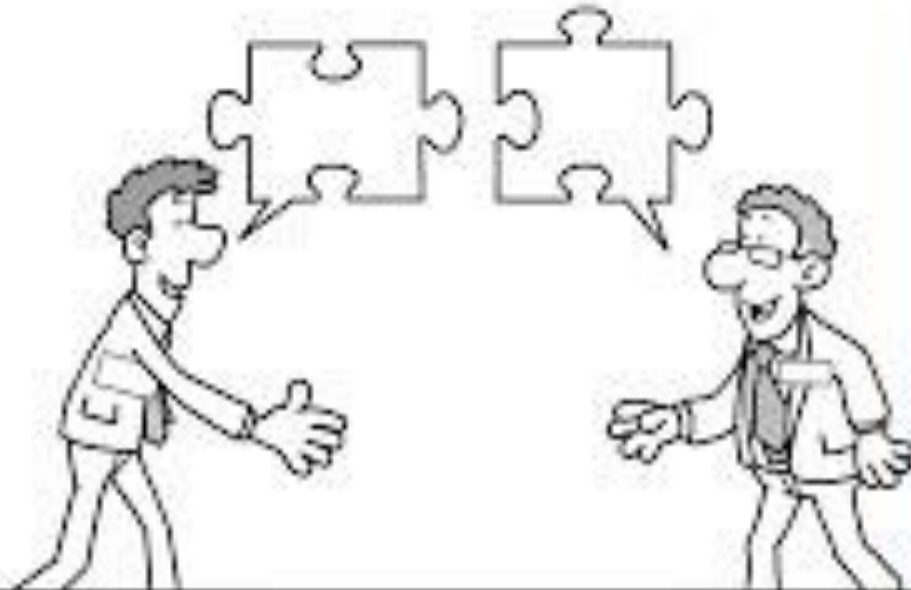


Image by [Riad Tchakou](#) from [Pixabay](#)

1. How can I enhance my active listening skills to create a more inclusive and engaging communication environment within my team or organisation?
2. How can I resist the urge to interrupt, fostering an environment where individuals feel heard and valued?
3. Lastly, how can I strategically use well-crafted follow-up questions to deepen my understanding and encourage meaningful dialogue with my team members?



## THE 10 ELEMENTS OF THE THINKING ENVIRONMENT

# IMPROVE YOUR THINKING AND LISTENING SKILLS



The quality of your attention  
determines the quality of other  
people's thinking.

— Nancy Kline —

# TIME TO THINK

LISTENING TO IGNITE  
THE HUMAN MIND



"Do not be fooled by the simplicity of this process.  
It will unleash the power of your whole organization."

*British Telecom*

NANCY KLINE

# The Promise That Changes Everything *I Won't Interrupt You*

NANCY  
KLINE

"This important book will fundamentally change the way you interact with people"  
Mikael Krogerus and Roman Tschäppeler, authors of *The Communication Book*



HyperionDev

Leadership & Management/**Effective Communication**



**Let's take a break**



## Feedback & Feedforward

- Effective leadership relies on the effective exchange of information, and within this framework, feedback and feedforward play instrumental roles in guiding individual and team development.
- **Feedback involves providing insights based on past performance**, highlighting strengths, and addressing areas for improvement.
- On the other hand, **feedforward shifts the focus to future potential**, offering constructive suggestions to enhance future performance.



## Strategies For Effective Feedback

- Specificity and Clarity.
- Timeliness.
- Balanced Approach.
- Two-Way Communication.
- Goal Alignment.



## ..... Strategies For Effective Feedforward

- Specificity and Clarity.
- Timeliness.
- Balanced Approach.
- Two-Way Communication.
- Goal Alignment.

## Personal Activity - Time To Reflect

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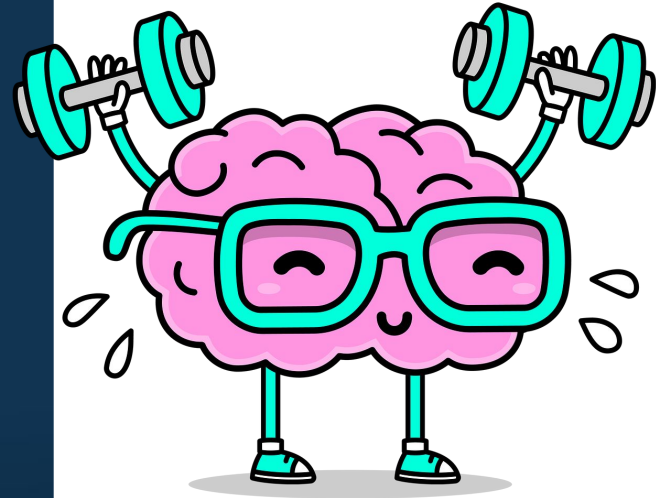


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How can I enhance my leadership approach by integrating effective feedback and feedforward strategies to promote continuous growth and development within my team or organisation?





## Clarity & Transparency

- In effective leadership, clarity and transparency form the **bedrock upon which trust** is built, communication thrives, and organisational success is achieved.
- **Clarity entails the clear articulation** of goals, expectations, and communication, ensuring that **everyone within the organisation is on the same page.**
- On the other hand, **transparency involves openness** and honesty in decision-making, providing insight into the rationale behind actions and fostering an environment of trust.



## Strategies For Clarity

- Clearly Defined Goals
- Transparent Communication.
- Regular Updates.
- Feedback Mechanisms.



## Strategies For Transparency

- Open Decision-Making.
- Honest Communication.
- Accessible Information.
- Admitting Mistakes.

## Personal Activity - Time To Reflect

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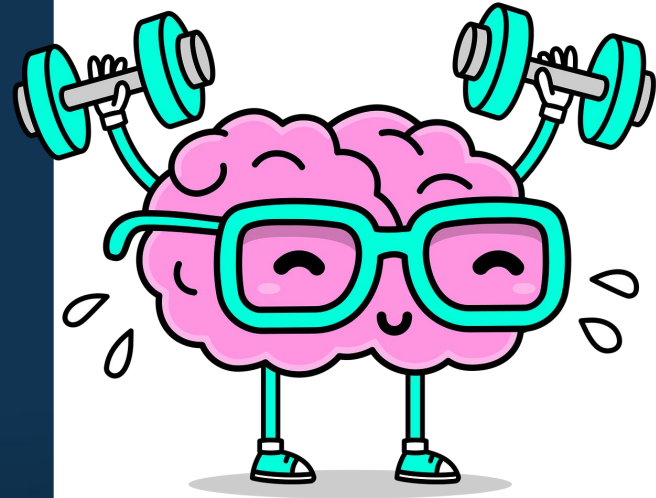


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1. How can I enhance my leadership approach to ensure clarity in communication and expectations within my team?
2. How can I incorporate transparency into my leadership style to build trust and enhance organisational morale and engagement?



## Building Rapport & Trust

- Rapport is the establishment of a **positive connection or relationship**.
- **Trust is the belief** in the reliability, truth, and capability of others.
- Building rapport involves creating a connection based on mutual understanding, respect, and positive interactions. **Effective leaders recognise the human element in their relationships**, understanding that a strong rapport forms the basis for open communication, teamwork, and a harmonious work environment.



## Strategies For Building Rapport

- Active Listening.
- Empathy.
- Open Communication.
- Recognition and Appreciation.



## Strategies For Trust

- Consistency.
- Transparency.
- Accountability.
- Demonstrating Competence.

## Personal Activity - Time To Reflect

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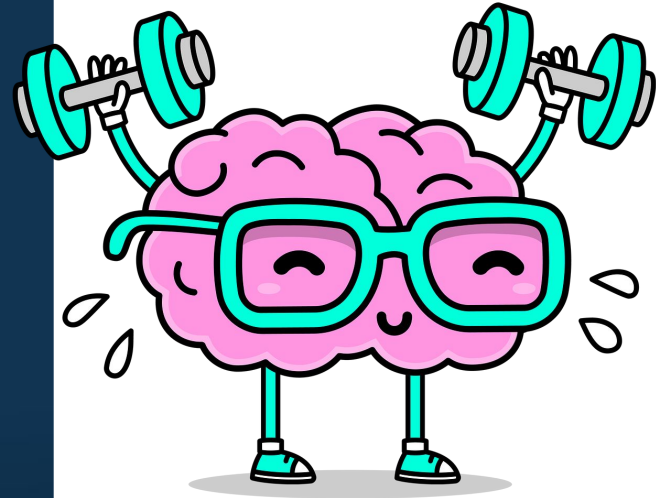


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1. How can I enhance my leadership approach to actively build rapport within my team?
2. How can I strengthen my leadership approach to build trust within my team?



## Conclusion

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- ❖ Leadership is built on effective communication, active listening, and skillful questioning.
- ❖ Building rapport and trust within a team strengthens collaboration, engagement, and overall success.
- ❖ Providing feedback and feedforward fosters continuous growth and improvement.
- ❖ Clarity and transparency enhance decision-making and foster trust within the team.
- ❖ As a leader, consistently applying these strategies will create a positive and empowering environment for your team.

# Q & A SECTION

**Please use this time to ask  
any questions relating to the  
topic, should you have any.**

Thank you  
for attending



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