



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

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
- To report a safeguarding concern reach out to us via email:
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

- ❖ 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

- ❖ 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

- ❖ 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

- ❖ 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

- ❖ 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

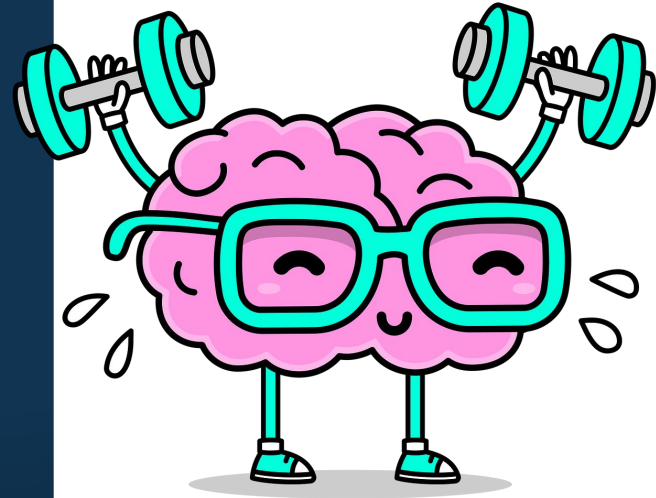
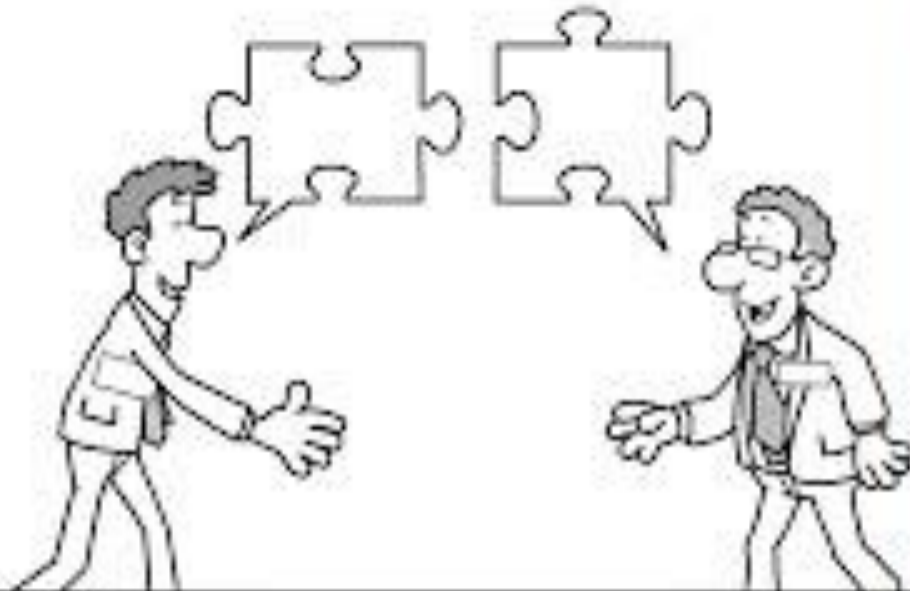


Image by [Riad Tchakou](#) from [Pixabay](#)

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*



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

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Personal Activity - Time To Reflect

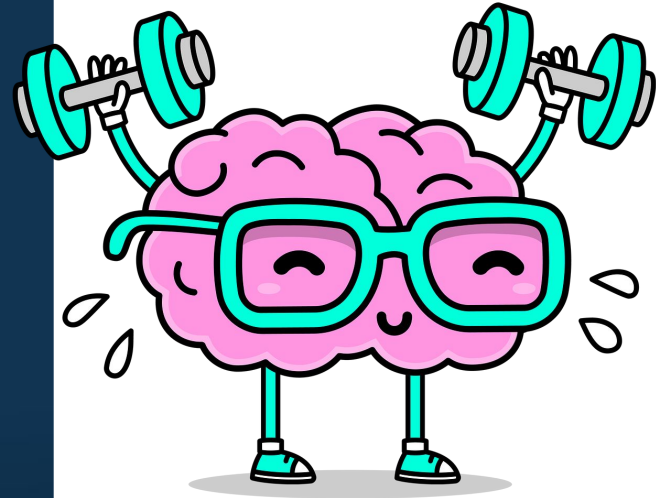


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How can I enhance my leadership approach by integrating effective feedback and feedforward strategies to promote continuous growth and development within my team or organisation?



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

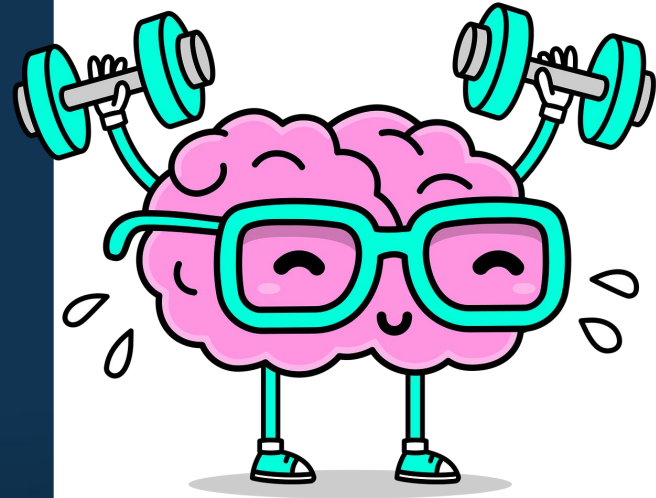


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1. How can I enhance my leadership approach to ensure clarity in communication and expectations within my team?
2. How can I incorporate transparency into my leadership style to build trust and enhance organisational morale and engagement?



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

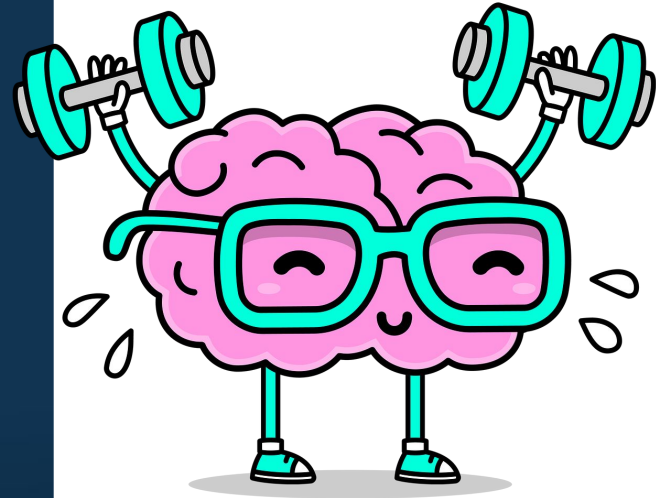


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1. How can I enhance my leadership approach to actively build rapport within my team?
2. How can I strengthen my leadership approach to build trust within my team?

Conclusion

- ❖ 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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