



Welcome to this session: Effective Communication

The session will start shortly...

Any Questions?
Drop them in the questions section.



Safeguarding & Welfare

We are committed to all our students and staff feeling safe and happy; we want to make sure there is always someone you can turn to if you are worried about anything.

If you are feeling upset or unsafe, are worried about a friend, student or family member, or you feel like something isn't right, speak to our safeguarding team:



Ian Wyles
Designated Safeguarding
Lead



Simone Botes



Rafiq Manan



Charlotte Witcher



Nurhaan Snyman



Ronald Munodawafa



Tevin Pitts

Scan to report a
safeguarding concern



or email the Designated
Safeguarding Lead:
Ian Wyles

safeguarding@hyperiondev.com



Democracy

Every person's opinions matter.

Respect

We look after each other.

Tolerance

We accept each other's differences.

British Values

Rule of Law

We keep to the rules.

Liberty

We are free to make choices.



CONNECTION
before content...

Open Questions...



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?"





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?"

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?"





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?"



GENERAL POINTS

Leadership & Management Live Lectures – General Points



- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
 - **(Fundamental British Values: Mutual Respect and Tolerance)**
- No question is daft or silly - **ask them!**
- Should you have a question during the lecture, please feel free to **post in the Questions section** and I will respond throughout.

Leadership & Management Live Lectures – General Points



- For all **non-academic questions**, please submit a query:
www.hyperiondev.com/support
- **Report a safeguarding incident:**
www.hyperiondev.com/safeguardreporting
- Should you have any further questions or want to provide us with feedback, please feel free to post them [here](#).

A woman with dark hair tied back is sitting at a desk, looking at a computer monitor. She is holding a pen over an open book. There are several other books and papers on the desk. The background is a plain wall.

LEARNING OUTCOMES

Learning Outcomes



- 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.

Key Elements

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



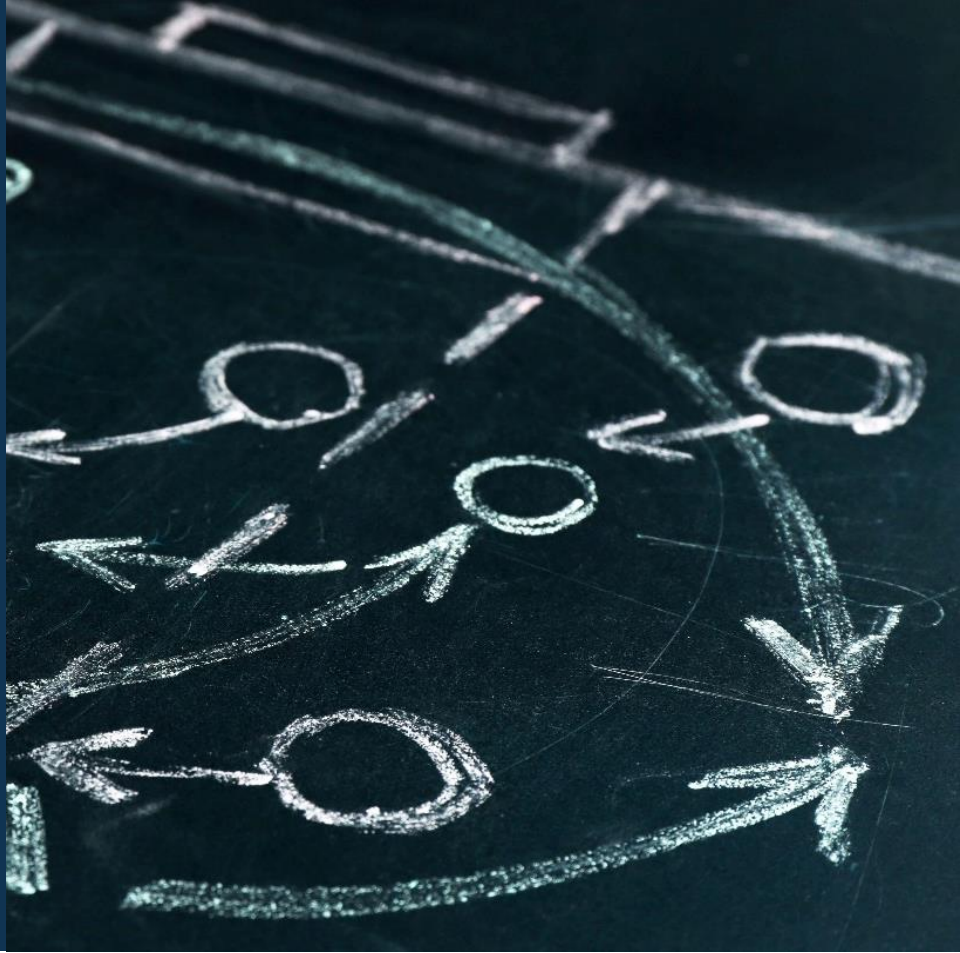


Skillful Questioning

- 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.

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.



A man with a beard and glasses is looking down thoughtfully in a library setting. The background is filled with bookshelves.

Time To Reflect

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?

<https://www.youtube.com/watch?v=GmC82ZBBgFg>





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 Tschäppler, authors of *The Communication Book*

Midway



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.



Time To Reflect

1. 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.

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.



Time To Reflect



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?

Thank you for attending



CoGrammar



Department
for Education