



# Compelling Communication

- 01 Inspiring ownership and accountability within others
- 02 Enabling others to succeed by effectively coaching and delegating work
- 03 Recognizing and respecting others' contributions
- 04 Encouraging others to stretch their capabilities



COMMUNICATING EFFECTIVELY AND WITH EMPATHY

# How You Learn

**Reflecting** on the definition of Compelling Communication, consider suggested activities on the next page to build this leadership capability. Create a personalized plan that provides you with the right blend of formal, social, and action learning.

## ● Formal Learning

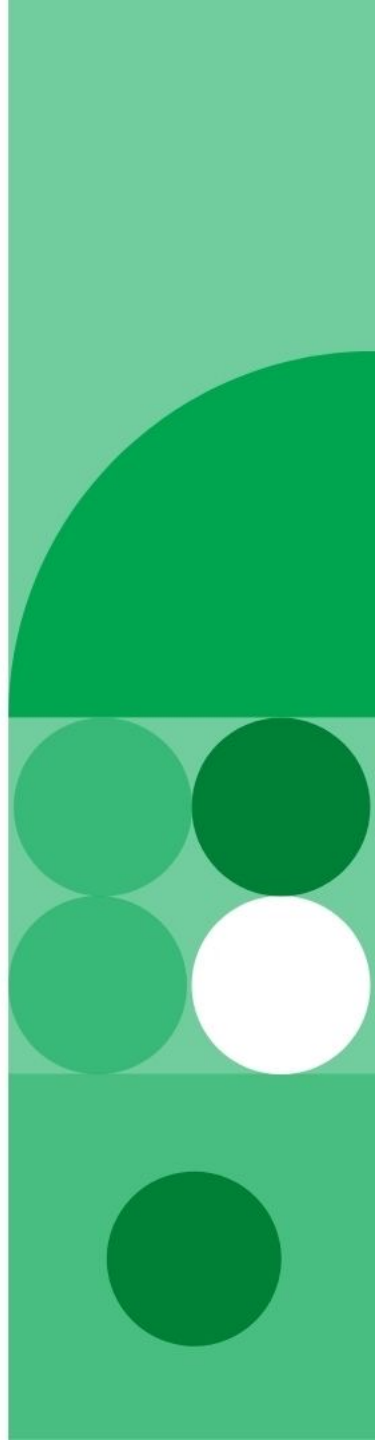
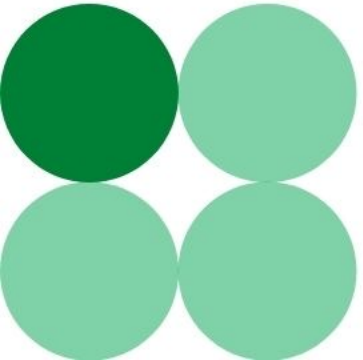
10% of learning is structured. This may include classroom training, eLearning, courses, articles, books, podcasts, and self-reflection surveys.

## ● Social Learning

20% of an individual's skill development comes through social learning opportunities like mentorship, coaching, collaborative opportunities with peers.

## ● Action Learning

70% comes through on-the-job experience. Experiential learning allows an individual to immerse themselves in the nuances of their role, refine skills, and work their way through real challenges.



# Action Learning

- **Consider the audience of your next presentation, meeting, or conversation**  
What's their background?  
What do they need or want to achieve?  
What might they already know about your topic?  
What biases might you be carrying?
- **Review your upcoming presentation, considering the flow and the story it tells**  
Consider including stories, charts, graphs, tables, or images to help you convey meaning  
  
Ask for feedback on the effectiveness of the presentation
- **Remember: Practice makes perfect!**  
Look for opportunities to apply your communication skills  
Volunteer to present a meaningful topic to your team  
Join and participate in Toastmasters

# Social Learning

- **Observe presenters, news anchors, talk show hosts, YouTubers, podcasters, etc.**  
What makes each of them interesting or engaging?  
When (and why) do they alter their pace, volume, tone, and pitch?  
What behaviours will you start, stop or continue to use?
- **Practice a presentation in front of team members or a manager**  
  
Ask them to share their appreciative and constructive feedback
- **Schedule 1-on-1 conversations with effective communicators from your team, and ask for tips on how to improve your presentation skills**

## Formal Learning

Click on the links below

### [Facilitation Tips](#)

eLearning

### [Writing Effective Messages](#)

Workshop

### [Presenting Up](#)

Workshop

### [The Art of Presentation Design](#)

Workshop

### [Art of Public Speaking](#)

Workshop

### [Sharing Your Story](#)

Infographic

### [Developing Facilitation Skills](#)

Workshop

### [Developing Presentation Skills](#)

Workshop