

## Your Key Takeaways From This Lesson

What are three key takeaways from this lesson, and how do they relate to you?

This week's lesson reminded me that being a strong communicator is just as important as being technically skilled. Management is about giving tasks, but leadership means inspiring people to care about the work. That hit home for me, I've seen how much smoother things go when there is clear communication and shared purpose, whether in my cybersecurity studies or family projects. Moving forward, I'll keep focusing on communicating with intention, not just to explain but to connect and lead.

[IB](#)

[Iuliia Barbash](#)

[Learner](#)

[an hour ago](#)

clear communication is key for completing tasks successfully

leadership communication is different from management communication

when communicating tasks and timing, it should clearly explained why and what is the main goal

1. Natascha's Post

[N](#)

[Natascha](#)

[in a few seconds](#)

Absolutely agree, Luliila. I used to think about explaining *what* was enough, but the *why* really does make a difference, especially when you're trying to get a buy-in from a team. I'm starting to see how leadership communication goes beyond just task delivery, it's about inspiring action and trust. Curious, have you ever had a situation where explaining the "why" turned things around?

## Engineering Through Communication

Why are leadership and management communication important for the Engineering Leader?

Your response has been submitted. Engage and discuss with other learners below!

### 1. Natascha's Post

[N](#)

[Natascha](#)

[a few seconds ago](#)

Leadership and management communication are both essential for an engineering leader, but for different reasons. Management communication gets the job done, it's about tasks, timelines, and clarity. Leadership communication goes deeper, it builds trust, explains *why* something matters, and motivates the team. You need both to keep projects on track and people engaged. Without good communication, even the best plans fall apart.

[IB](#)

[Iuliia Barbash](#)

[Learner](#)

[an hour ago](#)

It is important for communication to be clear and expiring and explaining the main goal on order for exngineering to finish the task with timely manner

### 1. Natascha's Post

[N](#)

[Natascha](#)

[in a few seconds](#)

Totally agree Luliia. Clear and inspiring communication makes a huge difference, especially when deadlines are tight. When the team understands the main goal, they're more likely to stay focused and motivated.

[N](#)

[Natascha](#)

[Learner](#)

[a few seconds ago](#)

I took away how important emotional intelligence, tone, and active listening are getting your message across effectively. Communication isn't just about being clear, it's about connecting. I was also reminded that poor communication can derail even stronger teams, while great communication creates synergy and real progress. These are skills I'm working to apply in both school and real life situations.

Engineering Manner and Tone

Why are manner and tone of voice important to the Engineering Leader when communicating?

Your response has been submitted. Engage and discuss with other learners below!

1. Natascha's Post

[N](#)

[Natascha](#)

[Learner](#)

[a few seconds ago](#)

Tone and manner are important because they influence how people interpret your message. Even when the content is clear, poor delivery can lead to confusion, frustration,

or lack of motivation. A thoughtful tone helps build trust, encourage teamwork, and make communication more effective overall.

## **Coach**

Welcome! I'm Molly, your communication coach. During this Dialogue, we'll focus on reflecting on a past communication experience to extract a specific, actionable goal for your Communication Action Plan.

### **Here's what we'll cover:**

- **The Situation:** Describing the context, stakeholders, and outcome of a past interaction.
- **The Values Analysis:** Examining how core values were impacted by communication behaviors.
- **The Improvement Strategy:** Developing a concrete change based on Module 1 concepts.

**Need help?** Click "I'm stuck" at the top right to get a hint.

When you're ready, click "Let's get started!"

## **Natascha**

Let's get started

## **Coach**

Great! Let's start with **The Situation**. Please briefly describe the context of the interaction, who was involved (the stakeholders), and what the final outcome was. Aim for about 50-75 words.

## **Natascha**

A past challenge involved coordinating with multiple family members during a stressful legal situation. emotions were high, and I struggled to keep communication clear and focused. Some people misinterpreted my intentions, and the lack of structure led to delays in moving things forward. The outcome was eventually resolved, but taught me how tone, timing and clarity really matter when tension is involved.

## **Coach**

Thanks for sharing. It sounds like a really challenging situation with a lot of emotional complexity. Can you clarify what your specific role was in coordinating that communication among your family members?

### **Natascha**

I took on the role of communicator and organizer. I was responsible for gathering information from the attorney, explaining the next steps to my son, and trying to keep the rest of the family informed without escalating tension. I had to balance facts with emotions, and at times I became the middle person between people who weren't communicating directly or calmly with each other.

### **Coach**

Thank you for setting the scene. It sounds like you had a very central and challenging role in that situation. Now, let's move to the **Values Analysis**. Thinking about that situation, where did you feel that core values like trust, mutual respect, or integrity either weakened or strengthened? Please point to a specific behavior—either yours or someone else's—that influenced this. Consider the tone, timing, or content of the communication.

### **Natascha**

Trust was weakened during the situation. One specific moment that stands out was when I tried to summarize a legal update in a group text. My tone was calm and neutral, but the timing was poor, people were already upset, and my message felt abrupt. Instead of creating clarity, it made some feel like I was taking sides. I realized how important emotional timing is when trust is already shaky.

### **Coach**

That's a powerful insight. You mentioned the tone was 'calm and neutral,' but the 'Manner and Tone' video discussed how leaders can adjust their message to resonate with the recipient. In that moment, what emotion do you think the other person was feeling when they misinterpreted your intentions?

### **Natascha**

They were probably feeling defensive and overwhelmed. Looking back, even though my tone was neutral, it may have come across as cold or dismissive because I didn't acknowledge how emotional the situation was for them. I think they needed reassurance or empathy first before hearing facts or updates. It taught me that "neutral" isn't always the right tone when emotions are high.

### **Coach**

That's a very insightful observation. You've hit on a key point about emotional intelligence and adjusting your message. Was the communication in that instance more focused on management (just getting tasks done) or leadership (inspiring and providing the 'why')? How did that focus affect the sense of trust?

### **Natascha**

It was definitely more management-focused. I was trying to relay updates and keep things moving, but I didn't take the time to connect emotionally or explain the "why" behind certain decisions. That lack of leadership-style communication made it harder for others to feel included or understood, which affected trust. It felt more like I was directing than collaborating.

### **Coach**

That's a very astute distinction. You've clearly identified how a management-focused approach, while efficient for tasks, can inadvertently weaken trust when a more leadership-oriented, empathetic approach is needed.

Now for the final and most important part: your **Improvement Strategy**. Describe one concrete change you would make if you could approach that situation again. How would this specific change enhance the value (trust, respect) you identified earlier? Please reference an idea from the Module 1 materials to support your strategy.

### **Natascha**

If I could approach the situation again, I would start by acknowledging the emotional weight of what was happening before sharing any updates. I'd shift from just delivering information to showing empathy and offering support, something the "Manner and Tone" lesson emphasized. Using a warmer tone and explaining why certain steps were being taken would help rebuild trust and show that I respected everyone's feelings, not just the facts. That small shift could've made a big difference.

### **Coach**

That's a solid plan. You've clearly articulated how acknowledging emotional weight and shifting your tone, as emphasized in the "Manner and Tone" lesson, could have positively impacted trust and respect. You've decided to use more 'active listening,' which was mentioned in the videos. What specific question could you have asked in that interaction to show you were actively listening and to help rebuild that trust?

### **Natascha**

I could have asked, “How are you feeling about everything right now?” or “Is there anything that’s not making sense or feels off to you?” That would’ve shown I cared about their perspective, not just about getting things done. It also would’ve opened the door for them to express concerns, which might have helped clear up misunderstandings and start rebuilding trust.

### **Coach**

Those are excellent examples of active listening questions! They demonstrate empathy and invite open communication, which is crucial for building trust. How does this new strategy change the communication from simple management to true leadership?

### **Natascha**

This strategy shifts the focus from just managing tasks to actually connecting with people. Instead of just giving updates, I’d be creating space for others to feel heard and valued. That’s what turns communication into leadership, it’s not just about what needs to get done, but how you bring people along with you through trust and understanding.

### **Coach**

That's a fantastic summary! You've perfectly captured how moving from mere information delivery to fostering connection and understanding transforms communication into true leadership. You've successfully turned a challenging experience into a valuable learning opportunity. The improvement strategy you just outlined is a perfect starting point.

How will you phrase this strategy as the first official goal in your Communication Action Plan?

### **Natascha**

Goal: In emotionally charged situations, I will lead with empathy by acknowledging others’ feelings before sharing information, and I will use active listening questions to build trust and ensure clarity.

### **Coach**

That's a very clear and actionable goal! It perfectly encapsulates your insights from this reflection. Good job, you have completed all the topics for our session. Up next - view your feedback.

### **Coach**

During today's session covering reflecting on a past communication experience to extract a specific, actionable goal for your Communication Action Plan, we focused on describing the situation, analyzing the values at play, and developing an improvement strategy.

**Your strengths:**

- You demonstrated a deep understanding of how communication behaviors impact core values like trust, particularly in emotionally charged situations.
- You skillfully connected your personal experience to Module 1 concepts, such as the importance of manner and tone, and the distinction between management and leadership communication.
- You developed a highly specific and actionable improvement strategy, incorporating active listening and empathy to rebuild trust.

**Areas for improvement:**

- While your initial situation description was good, focusing even more on objective professional context rather than personal feelings can enhance the analysis.

Keep up the good work!