

Leader Theme: Positively Relating

The first priority of an outstanding leader is to build positive relationships with individuals. This person has multiple strategies to communicate how to work through various issues in a resourceful way. This person is highly empathetic to the thoughts and feelings of individuals.

Leader Attribute: Communication

This leader views multiple forms of communication as vital to a successfully functioning organization. They are especially committed to one-to-one interaction in a manner that ensures the viewpoints of affected parties have been acquired. Differences in viewpoints are seen as opportunities to design even more effective approaches to issues. This person knows that authentic dialogue is essential to ensuring progress.

Research Connection

Excellent organizational leaders establish strong lines of communication with stakeholders. Effective communication is the glue that holds together all the responsibilities of leadership. Good communication is considered a critical component of any leader who works closely with a team for a common purpose.

Leaders who are physically present can have two-way interaction with employees on substantive issues. Developing authentic communication allows leaders and employees to be more effective with open lines of communication. Leaders are both an advocate and a spokesperson for the organization to all stakeholders. They must be willing and able to communicate with people inside and outside the organization.

Action Learning, Applying Crown Attributes

If you are a leader who wants to be an effective communicator, it's easy to dive into situations with advice or start directing what you want to happen. Advising, explaining, or telling people how to interact in a situation breaks down the lines of communication. The focus becomes you talking... and others listening.

You might believe this shows confidence as a leader. However it may also give others the impression you are a top-down leader. This is likely to cause people to stop expressing ideas or coming to you for assistance.

If you want to be helpful as an adult developer, try leading with listening to create an open, two-way dialogue between you and others.

- When meeting with stakeholders, seek their perspective on issues. Strive for mutual understanding using two-way conversation.
- Seek intentional feedback by inviting others to express their view of your communication and leadership skills.
- Take every opportunity to have a face-to-face conversation with those you supervise when conveying important information. Go beyond email with personal interaction to ensure clarity.

Egghead Alert! Go deeper into the research

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