

Times of crisis leverage the most significant of leadership competencies: communication. Leaders scramble to make sense of the crisis and articulate a way through. The advice in times of crisis is to communicate frequently, empathetically, and be vulnerably transparent. Leaders will benefit by reflecting on their leadership communication after the crisis subsides. It will serve them well and their organization. Another crisis of some kind is never far away.

### How Effective Is Your Leadership Communication?

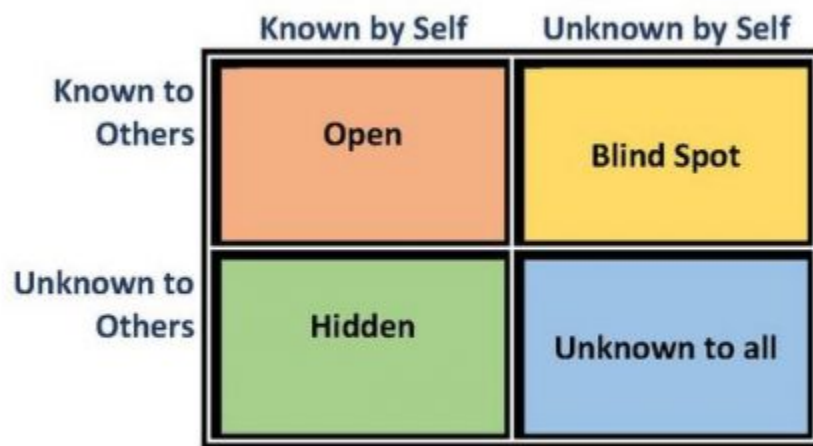
Marshall Goldsmith introduced us to a 21-day reflection exercise. He has given me permission to use it in my executive coaching work. Let's apply it to communication. Review the six questions that connect to the most common aspects of leadership communication.

Use a simple 1-5 Likert Scale to evaluate yourself (1- you blew it. 5 - you hit a home run).:

- **Verbal.** Did I do my best today to carefully choose my words and mindfully consider how those words were expressed?
- **Non-Verbal.** Did I do my best to ensure that my body language credibly reflected what I wanted to communicate?
- **Listening.** Did I do my best to genuinely listen for understanding rather than agreement?
- **Written.** Did I do my best to craft my written words in texts, emails, letters, and other documents and consider how they would be interpreted before sending?
- **Feedback.** Did I do my best to appropriately provide positive feedback publicly and negative feedback privately?
- **Conflict.** Did I do my best today to ensure that any current conflict was focused on ideas not individuals?

## Leadership Debrief

Want to honestly know how good of a communicator you are? Use the model of the Johari Window to identify your Blind Spots...things you don't know about yourself, but those closest to you do.



The only way to uncover your blind spots is to ask for feedback. Ask the people you live with. Ask the people you work with: everyday staff, direct reports, peers, senior leaders, the UPS driver. Then own the Blind Spots and work on specific ways to develop in each area.

Learning and Leading with you,

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