

# Talk Like a Leader

## What Every Employee Needs to Hear

The average person speaks up to 16,000 words per day. As a leader, are your words always meaningful and on target? We all know that the best organizations – and the most enthusiastic leaders – excel at communicating with their employees. But when you are leading others, how do you know which messages are most important to communicate?

Ultimately, there are a multitude of specific messages to send, but the good news is that they can be organized into four general categories:

1. “I have a vision for the organization.”
2. “I have the skills to carry out that vision.”
3. “I know and care about you.”
4. “I want to help you.”

### This 4-hour program will empower you to:

- **Inspire enthusiasm** in employees by expressing passion, using inclusive phrases, indicating personal benefits, and showing support.
- **Increase productivity and concentration** by connecting individual performance with organizational and business growth and success.
- **Minimize miscommunication and delays in productivity** by speaking and acting decisively.
- **Communicate bad news with sincerity** in a way that reduces the chance for negative backlash and encourages understanding.
- **Build organizational bench strength** by taking accountability for your actions and asking probing questions.
- **Improve working relationships and mutual respect** by remaining attentive to employees’ personal circumstances, building trust, and showing sincerity.

### Course Objectives

- Discover key communication phrases that express your vision and competence.
- Learn key communication phrases that reinforce your relationships and support of others.
- Explore ways to demonstrate accountability and insist on it in others.
- Learn how to deliver constructive criticism effectively.
- Understand how to show appreciation and offer meaningful praise to others.

\$125, 8:30 – 12:30

*Team Work & Verbal Communication*



**PRESENTER: Loretta M. Summers, SPHR** is President of The Summers Advisory Group, a firm specializing in Human Resources Training and Consulting. She holds a Sr. Professional in Human Resources (SPHR) certification, is a mediator and certified trainer of workplace conflict, and is a strategic partner with ProGroup Inc., an organization that provides innovative diversity solutions. Ms. Summers is also an adjunct consultant with Right Management Consultants, an adjunct professor at Baker University, Ottawa University, Avila University and Johnson County Community College; and a frequent presenter for the Center for Management and Professional Development.

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