

CONFIDENT LEADERS



Chi + Conviction + Courage = Confidence



LEADERSHIP COMMUNICATION: PRINCIPLES AND PRACTICES

THE FOUR UNIVERSAL PRINCIPLES:

The Four Universal Principles can guide leaders in communicating with clarity, intention and compassion. These principles become a daily practice and allow one to listen more fully and make deeper connections with others. *Angeles Arrien, The Four-Fold Way: Walking the Paths of the Warrior, Teacher, Healer and Visionary, Publisher Harper Collins; 1993*

- Show up and choose to be present
- Pay attention to what has heart and meaning
- Tell the truth without blame or judgment
- Be open to outcome, not attached to outcome

STAND TALL COMMUNICATION SKILLS:

Our voice and body are the communication tools we access to inspire, persuade and influence others. Keep in mind that being authentic and speaking from your heart is the most powerful way to communicate.

Voice

- **Vocal variety** includes intentional use of volume, pitch, articulation and pacing
- **Breathing:** Take a full, relaxed breath to sustain your effort and let your words be heard.
- **Pace:** Use speed and pauses to let your message stand out more clearly and keep the audience with you

Body/Physical Expressiveness:

- **Facial Expression:** Keep your face alive and open, be engaging
- **Balance of Energy & Relaxation:** Energy helps your voice and body to work in harmony and engage your listeners.
- **Gestures & Body Language:** The use of relaxed body language or gestures add detail and color to what we are saying.

Connect with the Audience:

- **Eye Contact:** Our audience is engaged when we look at them directly; take in everyone in the room.
- **Listening & Awareness:** Even though you are speaking you are also aware of what is happening in the room.
- **Spontaneity:** Be flexible and quick on your feet. Respond in the moment.
- **Engagement:** Find ways to involve your audience. Connect to what is relevant for them.