

Jeffrey Scott's

LEADERSHIP COMMUNICATION SKILLS

1. Poise and attitude of confidence

- ✓ Act like Jack Welch
- ✓ Welcome complaints
- ✓ Admit your mistakes

2. Honest and open-minded

- ✓ Act like my father, Joe Scott Jr.
- ✓ Don't assume the worst
- ✓ "What would you like me to do?"
- ✓ Take advantage of mistakes and learning opportunities

3. Group leadership communication

- ✓ Summarizing what is said, including everyone's view points
- ✓ Promote collaboration
- ✓ Help others get their point across

4. Active listening

- ✓ First seek to understand
- ✓ Repeat what you hear, show you understand
- ✓ Ask follow up questions

5. Sell with body language

- ✓ Non verbal communication speaks louder than words
- ✓ Be present with body, head, eyes
- ✓ Show enthusiasm

6. Avoid the No-No's

1. Smart phones make you look dumb
2. Vague emails beget more emails
3. Avoid passive-aggressive, say it "in" the meeting
4. Don't miss the second deadline
5. Ignore the golden rule when it comes to communication

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