

1.3: Examine how the leadership quality of influencing others through communication is an art.

Leadership is the process of influencing others to achieve goals through verbal and nonverbal messages. Leading is different from managing. A manager coordinates and facilitates to keep things organized and accomplish a task. Leadership involves more opportunities and expectations to influence the behavior of others.

1.4: Describe the five fundamental principles to effectively increase communication and leadership skills.

Five communication principles are fundamental to enhancing leadership and business and professional communication skills. We refer to these principles throughout the book as a way of organizing the skills and applications of human communication.

- Leaders are aware of their communication with themselves and others. Being mindful of your communication is important to help you improve your communication.
- Leaders effectively use and interpret verbal messages. Words are powerful and influence our thoughts, our actions, and our relationships with others.
- Leaders effectively use and interpret nonverbal messages. Unspoken cues provide important information about our emotions, feelings, and attitudes.

- Leaders listen and respond thoughtfully to others. Being able to interpret accurately the messages of others enhances comprehension and relational empathy.
- Leaders appropriately adapt messages to others. It is important to adapt messages to others to enhance both understanding and empathy.

SHARED WRITING: YOUR LEADERSHIP SKILLS AND ATTRIBUTES

What are your best leadership attributes, and what leadership skills should you work to enhance? Make a list of your strongest leadership attributes, as if you were being considered for a leadership role in a business or professional setting. Make a second list of the leadership skills and competencies you'd like to enhance. Note the role and function of communication in your two lists.

A minimum number of characters is required to post and earn points. After posting, your response can be viewed by your class and instructor, and you can participate in the class discussion.

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0 characters | 140 minimum

Chapter 1 Quiz: Communicating and Leading at Work