Communication:

THE LEADER WITHIN

PRESENTED BY:
THE NATIONAL CENTER ON TRIBAL CHILD CARE
IMPLEMENTATION AND INNOVATION
PATTY BROWN, TECHNICAL ASSISTANCE FOR PARTNERSHIPS
EVA CARTER, TECHNICAL ASSISTANCE SPECIALIST FOR PARTNERSHIPS
Session Objectives

- Increase skill building using reflective practice and strength based approaches
- Strengthen your communication with others
- Insight to the power of verbal and non-verbal communication
- Discover your Leadership Style
- Transformational Leadership
- The difference between IQ and EQ
- Outcome based decision making
“A vision without a task is just a dream. A task without vision is sheer drudgery but with vision and task together, One can change the world.”

Black Elk
Leaders are born, and made and called…

COMMUNICATION

In order to be an effective Leader, you must be able to communicate.
The Impact of Communication

Impact of Communication

- Visual: 55%
- Audio: 38%
- Text: 7%
How do we communicate?

- **Verbal messages**
- Talking and writing skills-
- The ability to be persuasive and confident about your message, goals, and vision
- Can learn to be effective
Effective Communication

- Clear messages
- Talk about things you believe in with enthusiasm and conviction
- Get to the point—less build up
- Listen to others point of view
- Give solid and real information
- Tell your story
- Give wait time
Non Verbal Messages

- Posture
- Facial expression
- Body posture
- Tone of voice
- Use of space
- Eye contact
- Gestures
Non-Verbal and Body Communication

- sounds (e.g., laughing)
- closeness (e.g., ‘invading someone’s space’)
- body contact (e.g., shaking hands)
- facial expression (e.g., frown)
- ways of talking (e.g., pauses, stress on words)
- posture (e.g., slouching)
- appearance (e.g., untidiness)
- head movements (e.g., nodding)
- hand movements (e.g., waving)
- eye movements (e.g., winking)
Leadership is the intentional use of power and influence to initiate, empower, encourage, and direct action that has impact for the achievement of shared goals.
Leadership Traits

Activity

Which one are you?
It’s not what you say-It’s how you say it
“It’s a terrible thing to look over your shoulder when you are trying to lead and find no one there…”

Franklin Delano Roosevelt
Introverted or Extroverted Leader?

- **Introverted Strengths**
  - Create quiet and reflective workspaces
  - Have a quiet approach-think before speaking
  - Skilled listener-people feel heard
  - Comfortable with silence

- **Extroverted Strengths**
  - Friendly, welcoming
  - Actively engage with everyone and everything
  - Talk things out first to learn
  - Express what is on their mind
  - Enjoy social events, team meetings and brainstorming
Collaborative Leadership

- Create a climate of trust
  - Model and be the first...
  - Share knowledge and information

- Facilitate Relationships
  - Show concern for others
  - Develop cooperative shared goals and roles
  - “Do unto others”
Real Life is not a rehearsal

Scenarios - Table Top

1. The director just quit and you are a teacher and just promoted to the position. How will you do to get the staff to take direction from you?

2. A parent is related to someone on tribal council and wants you to fire a staff member. How will you handle that?

3. The cook has promised to get her food handlers permit for 3 months now. How will you move forward?

4. A staff member is chronically late, and the former director didn’t do anything about it. How will you handle it?
Blake and Mouton’s Managerial Grid

- Task Leader
- Effective Leader
- Middle of the Road
- Non-Leader
- Country Club Leader
What is your Emotional Intelligence?

**Intelligence Quotient (IQ)**
- Measures our ability to:
  - Combine and separate concepts
  - Judge and reason
  - Engage in abstract thoughts

**Emotional Intelligence (EQ)**
- The ability to:
  - Perceive emotions accurately
  - Appraise and express emotions
  - Access and/or generate feelings when feelings facilitate thought
  - Understand emotions and emotional knowledge
  - Regulate emotions to promote emotional and intellectual growth
Transformational Leaders …

Attract strong feelings of identification in followers.

Send clear messages about purpose and mission that inspire and motivate others.

Cultivate intense one-on-one relationships through their empathetic listening.

Challenge followers to consider new ideas and perspectives for resolving collective challenges.
Outcome Based Decision Making

1. Ask yourself and others “Is this working?”
2. Look for examples and gather information or evidence.
3. Identify what you need to know and why.
4. What are you going to do to make change?
5. Follow up (time line)
6. Did we meet the outcome or goal?
What kind of Leader do you want to be?

“I WANT TO BE REMEMBERED AS THE PERSON WHO HELPED US RESTORE FAITH IN OURSELVES.”

WILMA MANKILLER
Thank you!

- National Tribal Center for Child Care Implementation and Innovation