

# Communication:

## THE LEADER WITHIN



*PRESENTED BY:*

*THE NATIONAL CENTER ON TRIBAL CHILD CARE  
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# 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*

“

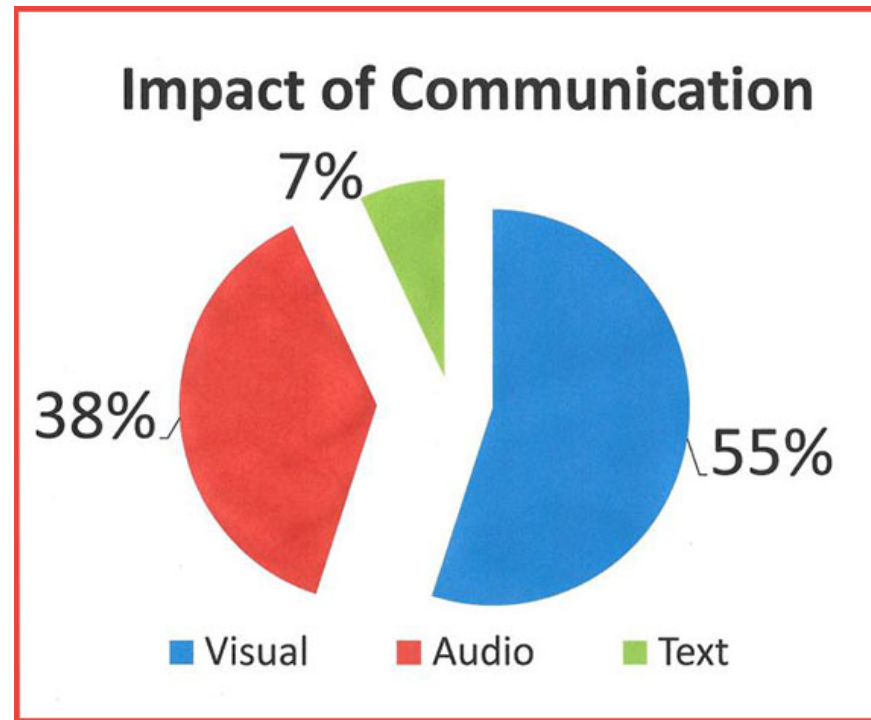
Leaders are born, *and* made *and* called...

”

## COMMUNICATION

In order to be an effective Leader, you must be able to communicate.

# The Impact of Communication



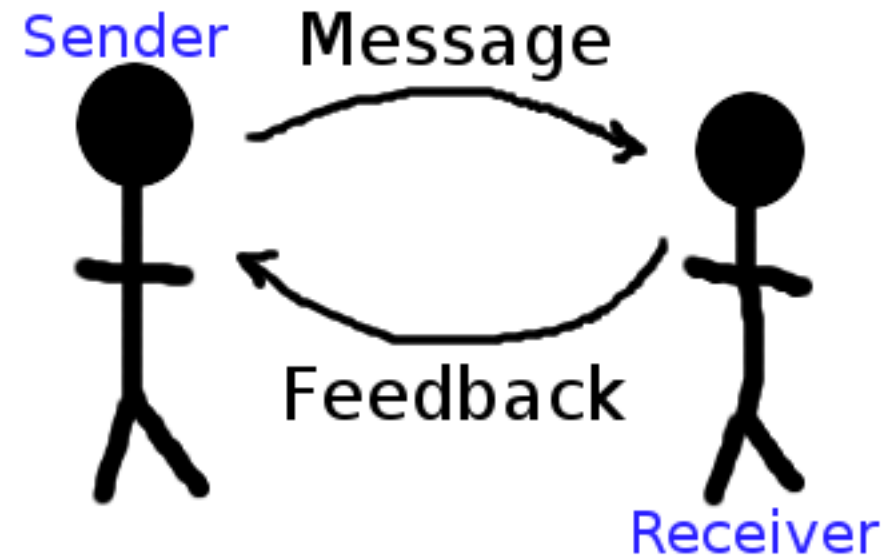
# How do we communicate?

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

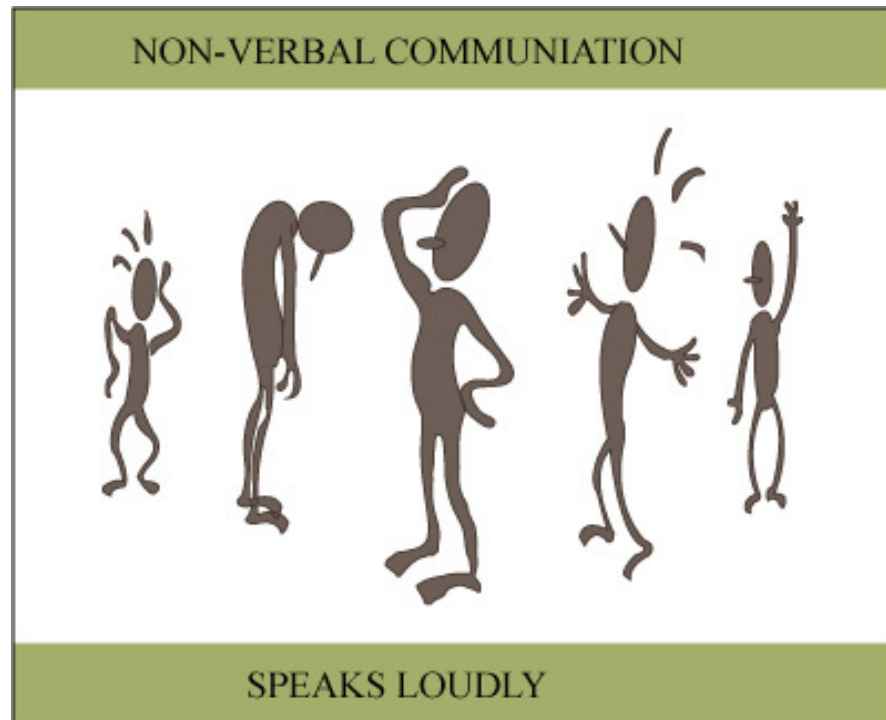


# Effective Communication

- ▶ 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



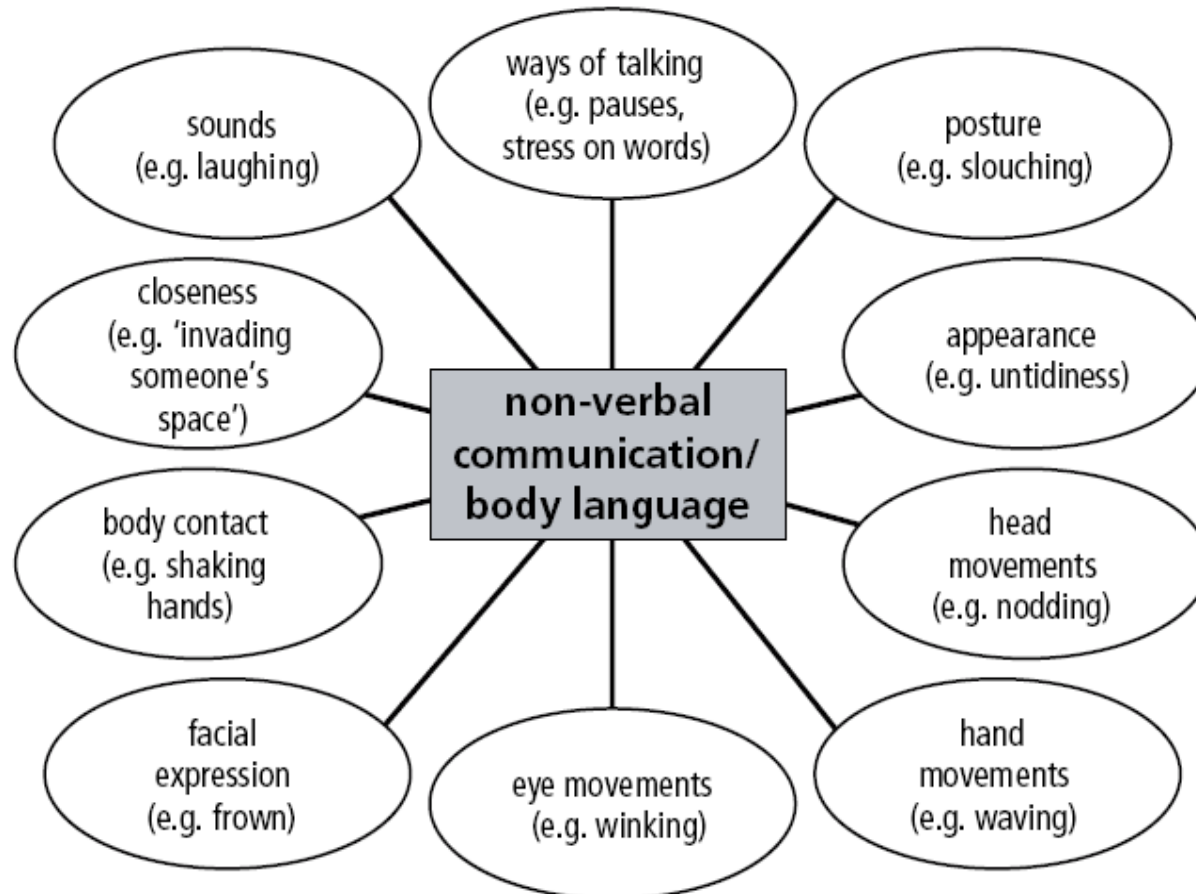
# Non Verbal Messages



- ▶ Posture
- ▶ Facial expression
- ▶ Body posture
- ▶ Tone of voice
- ▶ Use of space
- ▶ Eye contact
- ▶ gestures



# Non-Verbal and Body Communication



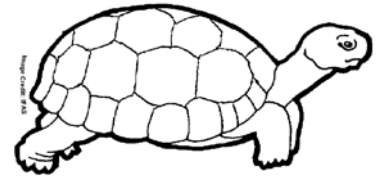
# Definition of Leadership

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?

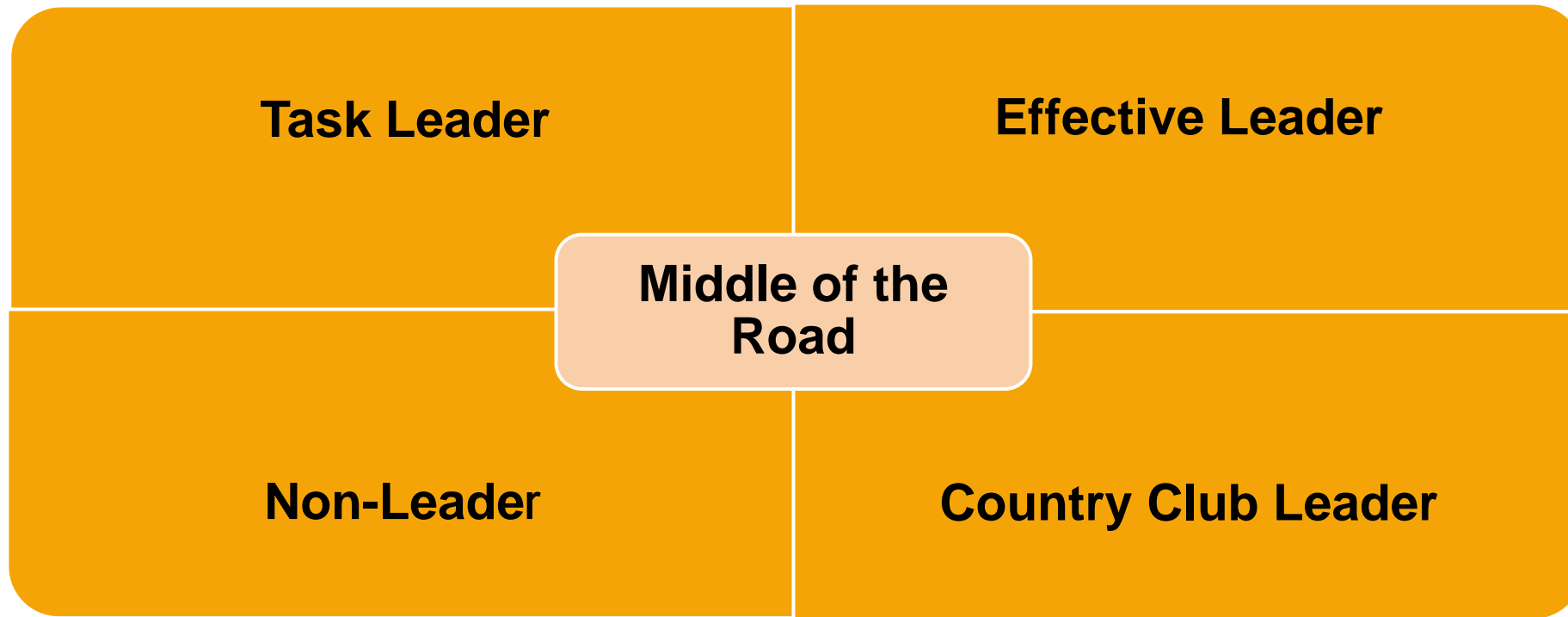


# It's not what you say-It's how you say it



*“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”

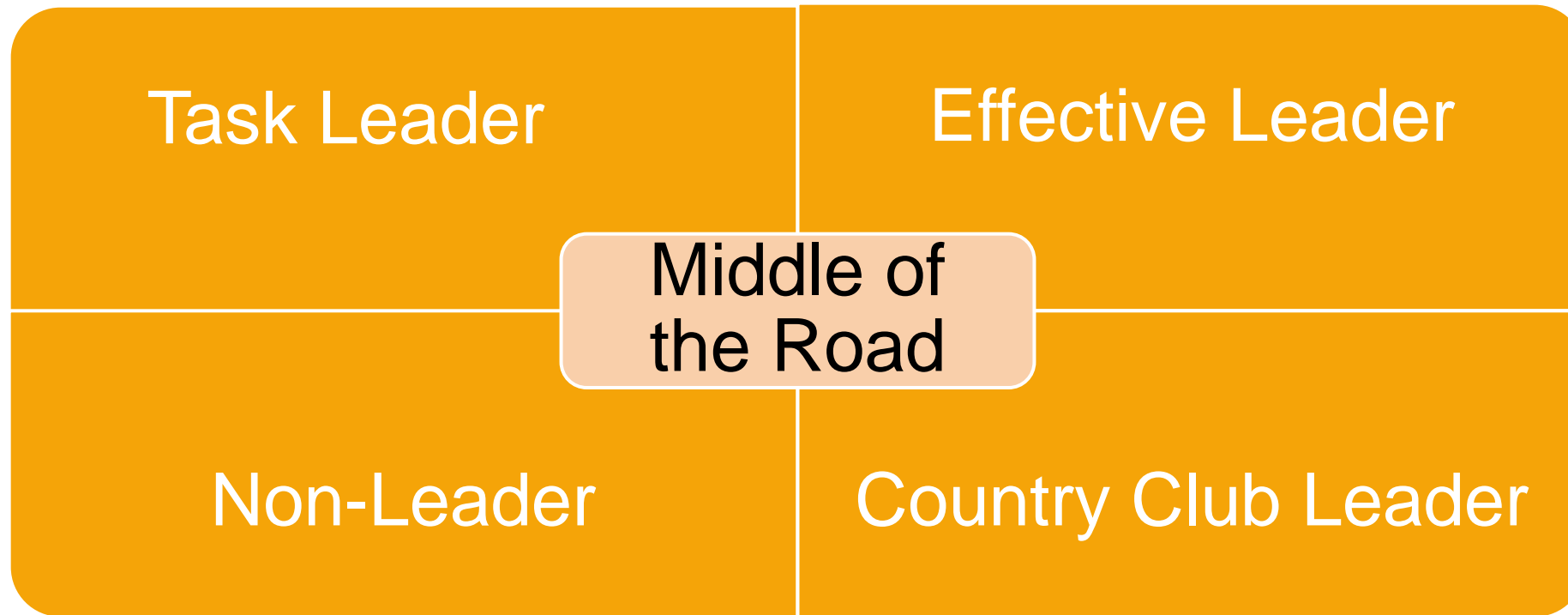
# Real Life is not a rehearsal

## ▶ 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



# 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 Leadership

## **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**