



Booher Research Institute

12 Communication Habits to be a Better Leader



10 Communication Habits for Leaders

Step 1: Set Expectations

- Make sure your team knows the results they're expected to deliver.

Step 2: Let Go

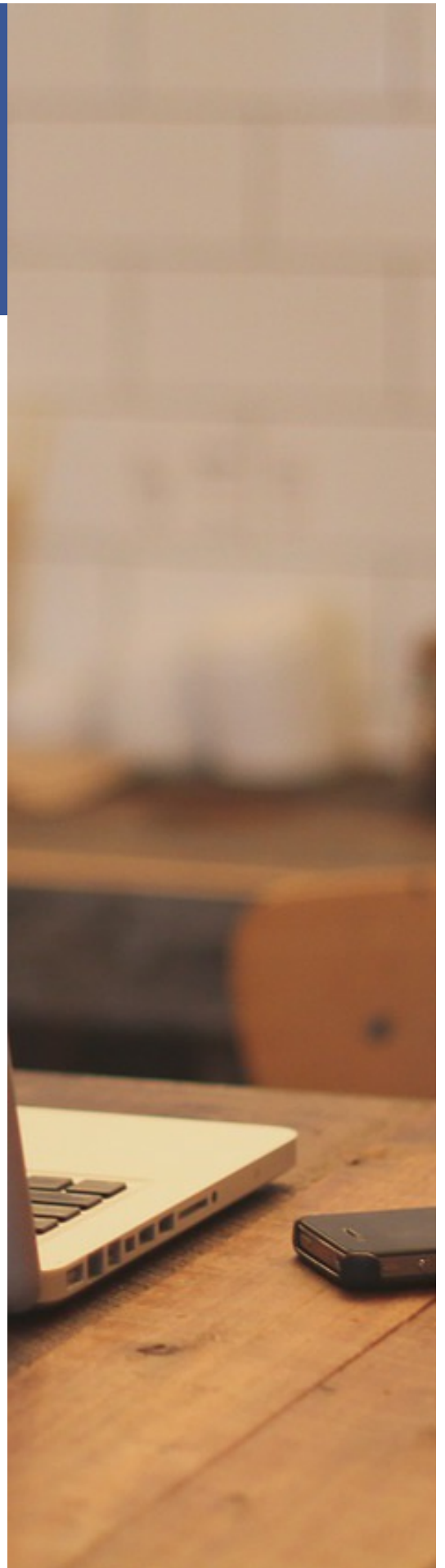
- Avoid micromanaging people.
- Develop trust in your people, give them the overall goal, and let them develop the process.

Step 3: Guide, Don't Direct

- Guide discussions with strategic, open-ended questions rather than know-it-all statements.
- Ask people to separate fact from opinion.
- Leave plenty of silence for collaboration, disagreement or consensus.

Step 4: Manage Conflict

- Mediate conflict before it cripples your team. Unresolved conflict can divert focus, drain emotional energy, and decrease productivity.



10 Communication Habits for Leaders (cont.)

Step 5: Respond

- Respond promptly to questions and requests.
- Let your team know your expectations for standard response times to routine correspondence.
- Live by those expectations yourself.

Step 6: Be a Coach, Not a Critic

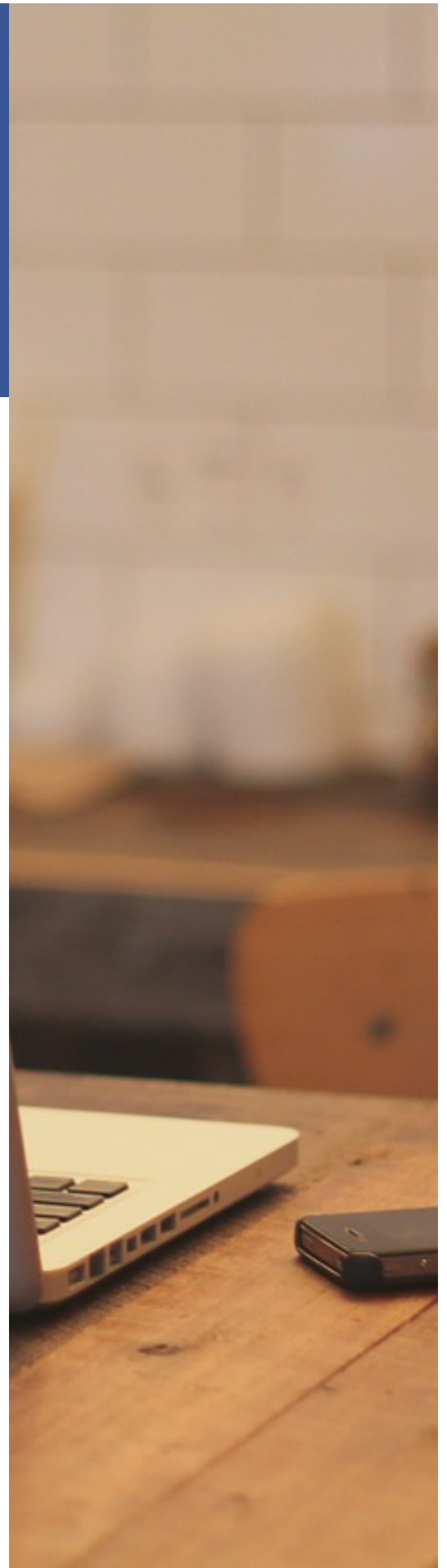
- Offer insight, mentoring, feedback, resources, encouragement, and accountability.

Step 7: Reward

- Reward great performance in ways that individuals want to be rewarded: public or private praise, time off, money, gifts, attention, learning opportunity, increased responsibility.

Step 8: Connect on a Human Level

- Be approachable, transparent, and genuine in day-to-day interactions.



10 Communication Habits for Leaders (cont.)

Step 9: Make Your Meetings Matter

- Plug power into your meeting agendas by using laser-focused questions that lead to solid analysis, clear decisions, and specific follow-up actions.

Step 10: Respect Everyone's Time

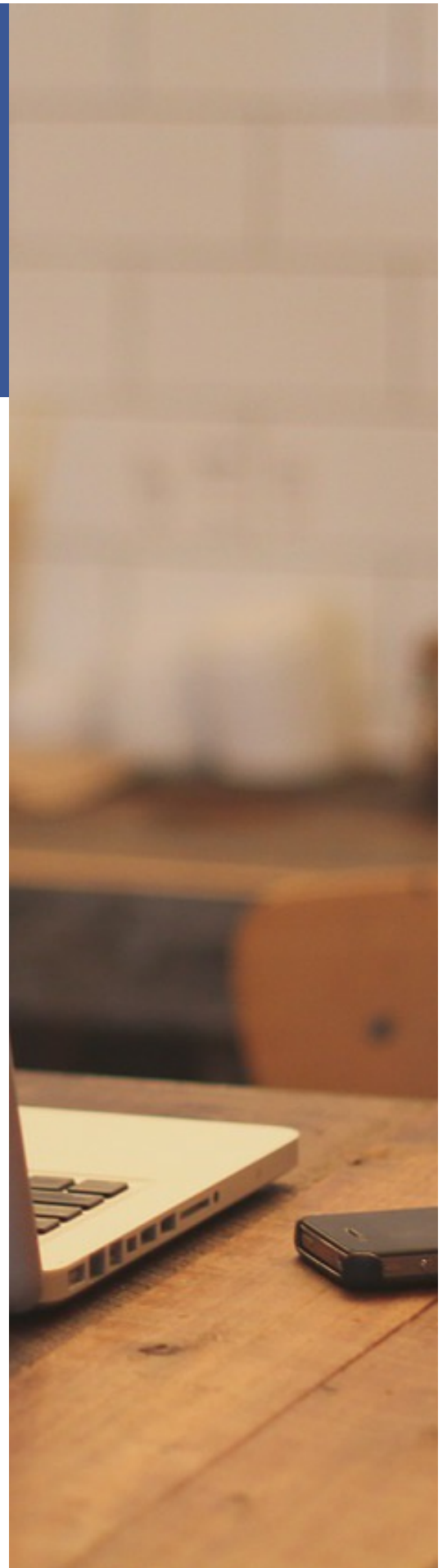
- Give adequate notice when scheduling or cancelling a meeting. Last-minute meetings or cancellations communicate that no one's time or activities count but your own.

Step 11: Answer Questions Directly

- Don't play dodgeball with vague general answers that confuse and do not amuse.

Step 12: Take Responsibility

- Take responsibility for mistakes or poor decisions.
- Set the example for accountability.





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ability or your team's success.

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