

# LEADERSHIP ESSENTIALS: COMMUNICATION SKILLS

Communication skills are vital in the workplace. Leaders need to be able to communicate effectively to convey goals, clarify expectations, support employees, and give feedback while fostering trust and collaboration within their teams. Leaders who communicate well can motivate employees, resolve conflicts easily, keep their teams on track, and build a positive environment where employees, ideas, and productivity thrive.

## Types of Communication



### Written

Clear and concise emails, reports, memos, texts, and Slack messages.



### Verbal

Face-to-face conversations, speeches, trainings, phone calls, and video chats.



### Nonverbal

Body language, facial expressions, eye contact, and tone of voice.



### Active Listening

Paying attention and responding thoughtfully to others.

## Why Leadership Communication Skills Matter

- Fosters teamwork and collaboration ensuring all team members understand their roles, objectives and tasks.
- Drives alignment toward goals so teams stay focused on what matters most.
- Builds trust and strengthens relationships through clarity, reliability, and responsiveness.
- In coaching and developing team members, offering good, clear feedback through regular check-ins fosters growth and learning.
- Helps to resolve conflict timely, de-escalating tensions and focusing on solutions.
- Increases productivity by reducing misunderstandings that cause delays and hinder work progress.

## How to Improve Communication Skills

- Be clear and concise.
- Prepare ahead of time
- Be mindful of nonverbal communication
- Watch your tone
- Practice active listening
- Commit to practicing your skills
- Seek to understand yourself more
- Encourage feedback
- Develop strong relationships
- Get to know your team members and their communication styles