

By: Elizabeth Jones, PhD

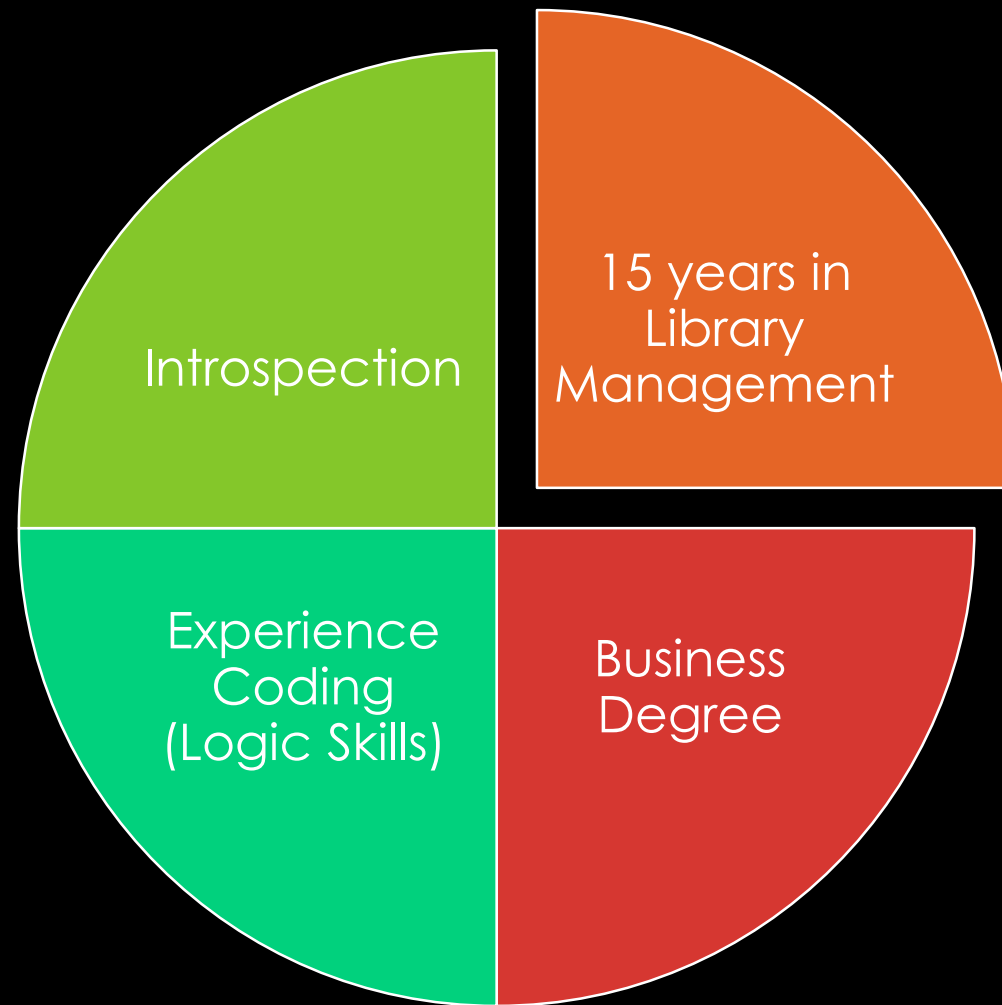
University of Central
Oklahoma

Director of Library
Technology & Data
Management

ARE YOU STILL TALKING? COMMUNICATION IN LEADERSHIP



WHAT QUALIFIES
ME TO SPEAK ON
THIS TOPIC?





COMMUNICATION IS
VITAL TO LEADERSHIP

COMMUNICATION



Goals



Vision



Team

PC³: 4 PRINCIPLES OF COMMUNICATION IN LEADERSHIP



PLAN



CLARIFY



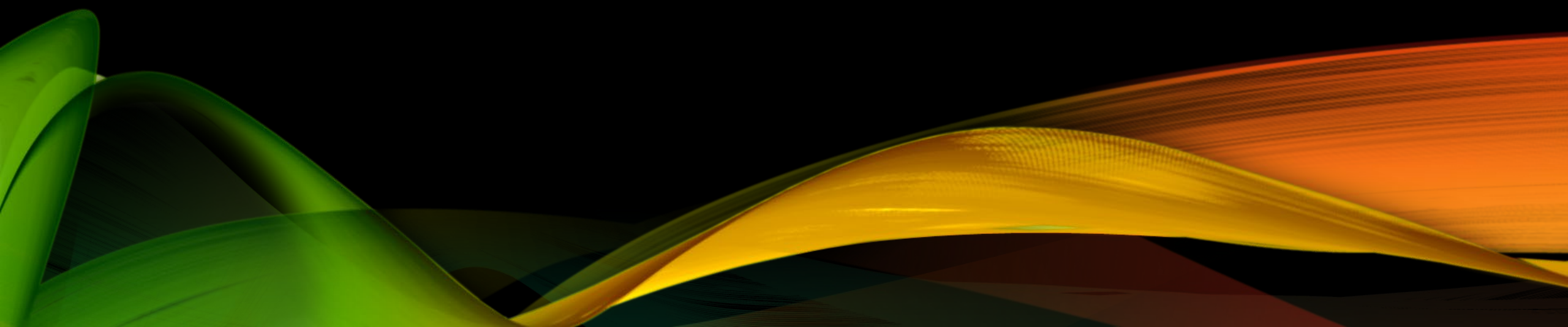
CARE



CONFLICT

SERVANT LEADERSHIP

Focus is more on the needs of employee vs just performance and profit



PLANNING IN COMMUNICATION



AUDIENCE



SUBJECT
MATTER



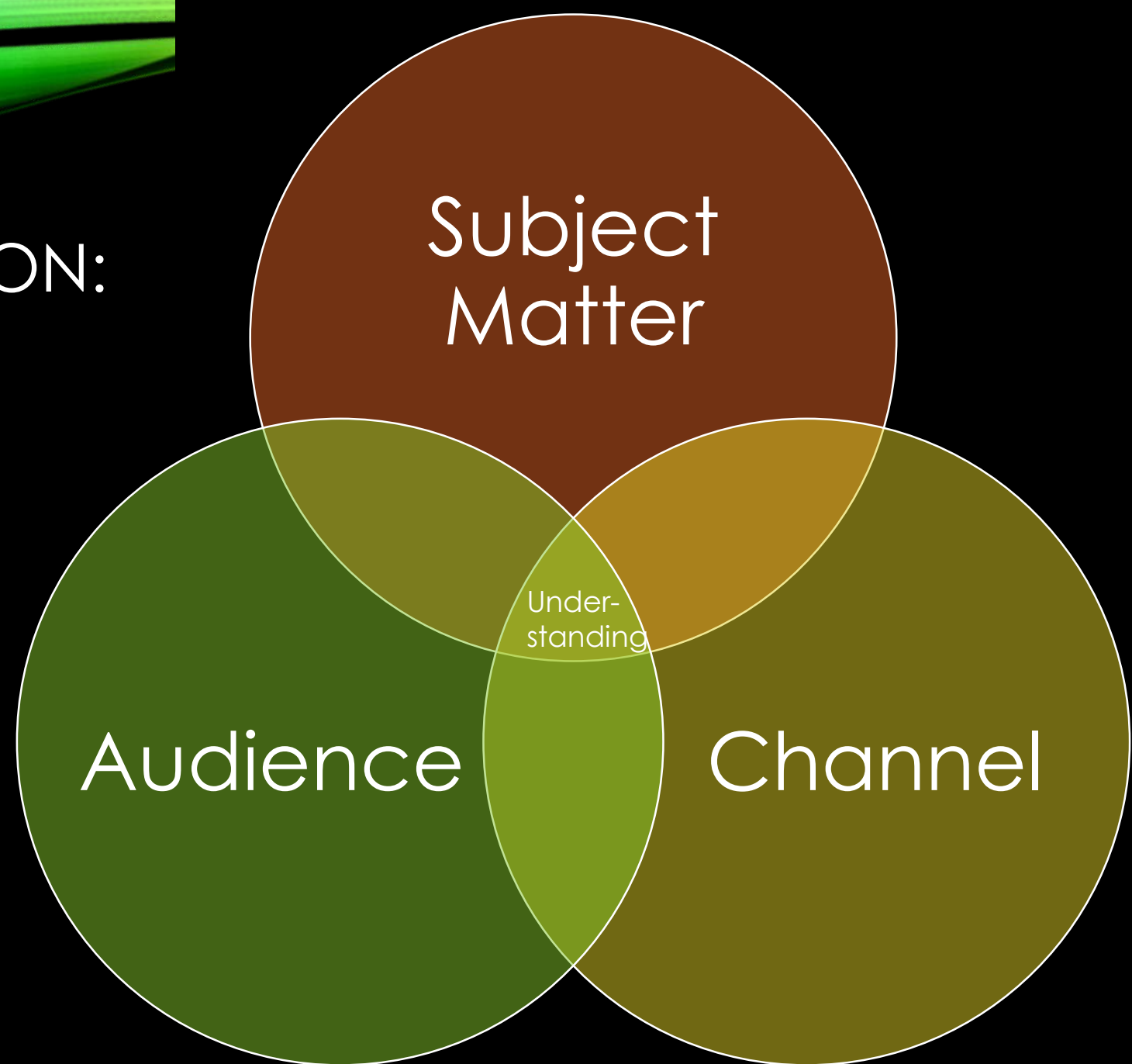
OBJECTIONS



AGREEMENT

PLANNING COMMUNICATION: CHANNELS

- Email
- Face-to-Face
- Documents
- Text
- Phone Call
- Videos



CLARIFYING THE COMMUNICATION

- Identify the Problem (no problem)
- How do team members view the problem





Vision/Mission: Providing
Access

CLARIFYING
COMMUNICATION

Assumptions

Always room to
improve access

Keep up with
latest evolutions
in access

Continuous
communication
about that
access

Is there a
problem with
current access?

CLARIFYING COMMUNICATION

- Ask lots of questions
- 3 Why's
- Ask for Solutions
- What If?
- Consider options



CARING

“You don’t
have to like
people to work
with them.”



Fellow Human
Beings



Respect



Friendship for
Performance



CARING



Say Thank You



Reward

ENGAGING IN HEALTHY CONFLICT

- Never YELL!
- Please let me finish
- Other Perspectives
- Be Vulnerable



H.A.L.T. DON'T COMMUNICATE

Hungry

Angry

Lonely

Tired



HEALTHY CONFLICT
LEADS TO
COMPROMISE



SOLUTIONS

Plan

Care

Clarify

Conflict



2020



QUESTIONS