

Leadership & Communication in the Workplace

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BE AN EFFECTIVE LEADER

- Set an example.
- Take responsibility.
- Have passion and energy.
- Ask for and learn from feedback.
- Focus on task.
- Organize people.
- Remove barriers to success.
- Give credit.

BUILD RELATIONSHIPS

- Set forth values and guiding principles.
- Promote caring and respect for others.
- Make sure everyone benefits.
- Establish common ground and mutuality of purpose.
- Cultivate face-to-face interaction.
- Learn to leapfrog--to interact at all organizational levels.

EMPOWER THOSE AROUND YOU

- Set goals. Get people to focus.
- Inspire others.
- Delegate tasks and responsibility.
- Guide, don't tell.
- Make it their idea.
- Create environment that allows people to be effective.

MENTOR OTHERS

- Be a positive role model.
- Promote nurturing environment.
- Participate in formal and informal mentoring.
- Draw on network to refer, find jobs and open doors.
- Help mentees move through different positions.
- Challenge.
- Give constructive advice and suggestions.

PROMOTE INTERNAL COMMUNICATION

- Create an atmosphere of fulfillment.
- Keep everyone in the loop.
- Offer simple objectives communicated easily.
- Repeat and clarify as needed.
- Foster information flow and open dialogue.
- Rely on panels of experts.
- Don't blame.

NURTURE TEAMS

- Seek exceptional talent.
- Encourage 'players' to work together.
- Create excitement.
- Build consensus.
- Promote participation.
- Compliment appropriately.



The Last Word

Other Representative Topics:

Improving Interpersonal Communication; Understanding Intercultural Communication;
Surefire Sales & Negotiating; Top Notch Customer Service; Creating Winning Advertising & PR Campaigns;
Communicology: Communication for Healthcare Professionals; Red, White & Blue: The Spirit of America

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