

LEADERSHIP AND COMMUNICATION

Session Objectives

- Identify why communication is important both as communicator and as listener
- Identify challenges in communication
- Utilize and practice Reflective Listening Skills to assist you in improving communication



1. Why is communication so important as a communicator and as a listener?



2. Why is communication challenging?



1. Why is communication so important as a communicator and as a listener?



2. Why is communication challenging?

How do you improve communication?

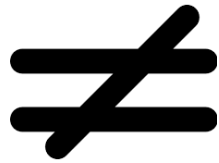


Communication Can Be Challenging

① What the speaker means



③ What the listener hears



② What the speaker says

④ What the listener thinks the speaker means

Reflective listening is
a communication strategy
involving two key steps:

- ▶ **seeking** to understand a speaker's idea, then
- ▶ **offering** the idea back to the speaker to confirm the idea has been understood correctly

Two methods to use:

Simple - Repeat or rephrase

Complex- Reflections of meaning and feeling

Listening
to hear
not
listening
to speak.

The Art of Reflective Listening

As you watch the facilitator demonstrating reflective listening, identify things they do effectively.



The Art of Reflective Listening

- § Presence- Undivided attention
- § Patience
- § Eyes, ears, and heart- use all senses
- § Acceptance and non-judgment
- § Curiosity
- § No interruptions
- § Silence- Inside and Out
- § Encouragers
- § Reflections and Summaries



The Power of Reflective Listening

Exercise Dyads:

- ▶ No Advice
- ▶ Open-ended questions
- ▶ Use Affirmation

Question: What are you passionate about in Rotary and where can you be effective in your club?



What did you learn?

What impacted you?

What surprised you?

Kudos

Planning for your Presidency

AHA	
Leadership & Vision	Leadership & Communication
Leadership & Collaboration	Leadership & Responsibilities
AHA outside the classroom	



