



Leading from the ground up

For new or renewing leaders



Module: Communication Foundations

Conversation guide

1. Communication goals: Where and how do you use the different communication goals with your team?

2. Influences: Thinking of the basic influences that affect communication, how does the set up at work affect how you communicate with your team and your peers?

3. Heuristics: Think of the most common issues people raise with you at work. What are the heuristics you tend to rely on to help you quickly interpret the issues and move the conversation to a resolution?

4. Written communication: What is the frequent forms of written communication you use at work. What are the 'editorial' principals that guide you as you write?



5. Intentionality: What are the most common forms of unintentional communication in your workplace? What messages are they communicating? What types of responses do you use?

6. Diversity: List as many different types of diversity you can identify in your team? How does this influence the way communication happens?

7. Listening: When engaging in active listening, from attentiveness and body language to paraphrasing and reflection, which parts of active listening are the easiest or most challenging for you? What could change if you invested more in these parts?

8. Notes from practice activities.



Additional Notes

