

Communication That Earns Respect

The Leadership Skills That Drive Results

"Live with Purpose. Lead with Heart."

"The single biggest problem in communication is the illusion that it has taken place."

b George Bernard Shaw

The Communication Excellence Formula

CLARITY + EMPATHY + INTENTION + FOLLOW-THROUGH = LEADERSHIP INFLUENCE

1 Master the 80/20 Rule

Listen 80%, speak 20%. Ask questions like "What else?" and "Help me understand..." to uncover what's really happening.

2 Start with Context

Begin important conversations with "Here's what I'm hoping to accomplish..." so people know your intention upfront.

3 Use the SBI Model

For feedback: Situation, Behavior, Impact. "When X happened, I observed Y, and the impact was Z."

4 Match Their Communication Style

Direct people want bottom line first. Analytical people want data. Expressive people want stories.

5 Close the Loop

End conversations with "What are your next steps?" and "When should we check back on this?"

6 Master the Difficult Conversation

State facts, share your story, ask for their perspective, then explore solutions together.

7 Read Between the Lines

Watch for changes in tone, energy, and body language. What are they not saying?

8 Use the Power of Pause

After asking a question, stay silent. The first person to speak usually reveals the most important information.

The CLEAR Method for Crucial Conversations

Context
Set the stage

Listen
Understand first

Explore
Find solutions together

Agree
Commit to action

Review
Follow up

+Empathy
throughout

Your Communication Development Plan

Current Challenge: What type of conversation do you avoid or struggle with most?

Skill Focus: Which technique above will you practice this week?

Practice Commitment: I will use the _____ skill in my next difficult conversation.

Ready to Transform Your Leadership Communication?

Download more communication resources, book a keynote, or explore coaching at drtimcrowley.com

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