



The DHS Leader Development Program: Communication Essentials

Leadership and Learning are Indispensable to One Another – John F. Kennedy

Tip of the Month:

Seeking options for your Cornerstone *Continuous Development* 12-hour requirement? Check out these Skillssoft courses:

Basic Presentation Skills: Planning a Presentation ID: [comm_33_a01_bs_enus](#)

Basic Presentation Skills: Creating a Presentation ID: [comm_33_a02_bs_enus](#)

Basic Presentation Skills: Delivering a Presentation ID: [comm_33_a03_bs_enus](#)

News to Know

[The DHS Coaching Collaborative](#) – check out the Coaching Talent Bank and invest in your success!

Have you thought about a rotational opportunity? Go to the [Homeland Security Rotations Program](#).

Want to know more about Cornerstone, Keystone, or Capstone? Visit the [DHS Leader Development Program](#).

Did you know that the LDP identifies targeted development for [Team Members and Team Leads](#)?

Don't forget, seasoned DHS Leaders must complete [12 hours of Leader as Teacher "Give Back"](#) – write a blog, be a mentor, hold a brown bag lunch....

Questions? Contact your component [LDP Action Officer](#) or email DHSLeaderDevelopment@dhs.gov.

Got a minute (...or three?) Check these out!

Judith Glaser: Practice Conversational Intelligence in LAPS



Video (4 minutes)
Bookid=59010

Pat McLagan: Playing Communication Games



Video (4 minutes)
Bookid=59443

Juliet Funt: Raising Engagement Through Email Relief



Video (4 minutes)
Bookid=61749

Nick Morgan: The Two Most Important Things When Giving a Presentation



Video (2 minutes)
Bookid=35425

Points to Ponder “Learning” isn’t about a course – it’s about a course of action!

“Don’t Look at Me in That Tone of Voice!”

Sometimes, you don't know that you're communicating – or what you're communicating. Sometimes, you communicate exactly what you intend to communicate – and sometimes, you wonder why your words, tone, or actions didn't hit the mark you intended. This is because your recipient saw your actions, and didn't hear your words. Or heard your tone, but was confused by your actions. That's why the most successful communication experiences aren't those that are static – they involve checking, affirming, asking, and clarifying. This activity will help you open up a dialogue about communication with your team.

Step 1: Set the Stage

Communication is one of the most essential skills for all members of an organization. Therefore, managers should make it a top priority. You and your team can never stop learning how to be great communicators, so have a monthly – or at minimum quarterly – meeting to work on building communication skills. Pick a video, article, or book as the kick-off for an energizing discussion about communication.

Step 2: Prepare

View the video *Practice Conversational Intelligence in LAPS* (Bookid=59010). Make a slide or handout to support the LAPS model:

- Listen to connect.
- Ask questions for which we don't have answers.
- Prime before the conversation. (Note: This is what you did in Step 1.)
- Sustain skills by refining, reframing, and redirecting.

Step 3: Facilitate the Meeting

PLAY: the video for your team and conduct a short exercise. Select from these possible exercises or create your own:

- as a whole group, discuss how using the LAPS model could benefit a customer or help resolve a client issue
- as a whole group or in small groups, identify how the team can use the LAPS model during meetings or in future conversations
- in pairs, discuss a business-related concern, applying the LAPS model
- Debrief the exercise.

Real-World Research

"In a recent survey conducted by *Chief Learning Officer* and the Human Capital Media (HCM) Advisory Group, 47% of executives ranked communication among the top targeted leadership skills. According to another survey conducted by American Management Association (AMA), *communication*, along with *critical thinking*, *collaboration*, and *creativity* were described as the four most valuable competencies for 21st century leaders."¹

-- Fierce, Inc., 2014

Outcome

Think about how differently you feel about an outcome when you feel heard, versus when you do not feel that you had a voice. Adopt a process to increase your own communication skills as a leader.

¹AON Hewitt's Global Employee Engagement Report, AON Hewitt plc, 2013 | ²Gallup's State of the American Workplace, Gallup Inc., 2013 | © 2015 Skillssoft Ireland Limited



Oral Communication