

# Leadership Competency Development Guide

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## Communication

KEEPING DIRECT REPORTS AND SUPERIORS INFORMED ABOUT DECISIONS, EVENTS, AND DEVELOPMENTS THAT AFFECT THEM.

**Did You Know?** Aggregate data from SIGMA’s consulting engagements has shown that “communication” is the top skill organizations want to see in their leaders.

## Development Activities

On the Job	<ul style="list-style-type: none"> <li>Review past content put out by your organization to get a better understanding of the tone and style used in client- and public-facing documents.</li> <li>Spend ten minutes every day reading communications relevant to your industry; this will help build your professional style, vocabulary, and knowledge.</li> <li>Ask to sit in on presentations to learn from superiors or peers in other departments.</li> <li>Create mock presentations or reports to practice verbal and written communication in a low-stakes environment with peers or trusted managers.</li> <li>Prepare ahead of time; practice creating outlines for presentations, written communications, and agendas for meetings.</li> <li>When writing drafts of important communications, such as emails, proposals, or reports, have a peer review them before sending.</li> <li>Rehearse presentations using a video camera or in front of a mirror so that you can observe your non-verbal communication (i.e., posture, gestures, facial expression).</li> <li>Practice active listening by taking notes, asking relevant questions, and referring back to what was previously stated in follow-up communications. Communication is a two-way street; the better you listen the better you will be able to speak.</li> <li>If you don’t use Microsoft Office regularly, experiment with different programs and learn how to present information, such as using Excel charts or PowerPoint slides.</li> </ul>
Coaching	<ul style="list-style-type: none"> <li><a href="#">Meet regularly with a coach</a> to plan on-the-job development activities and receive communication feedback and support.</li> </ul>
Self-directed	<ul style="list-style-type: none"> <li>Hold informational interviews with managers in your organization to learn what works for them; ask how they communicate with their superiors, direct reports, and peers.</li> </ul>
Group Training	<ul style="list-style-type: none"> <li>Attend an informational <a href="#">Lunch and Learn session</a>.</li> <li>Have team members alternate on communication-related responsibilities like notetaking, presenting, and email communications so that everyone has a chance to learn from one another and develop these skills.</li> </ul>

## Resources

Leadership Series	SIGMA's <a href="#">Leadership Series</a> provides additional information about the importance of each competency, as well as practical tips and tricks for development. Download the Leadership Series for Communication here: <a href="#">Great Leaders Communicate</a> .
Articles and Books	<ul style="list-style-type: none"><li>▪ <a href="#">Eight Things You Can Do to Improve Your Communications Skills</a>.</li><li>▪ <a href="#">Communication is Key in the Workplace. Here's how to improve</a>.</li><li>▪ <a href="#">How to Effectively Talk to Your Boss: 25 Dos and Don'ts</a>.</li><li>▪ <a href="#">Five Strategies to Improve Communication with Team Members</a>.</li></ul>
Videos	<ul style="list-style-type: none"><li>▪ <a href="#">Conversation Communication Skills – 7 Unique Tips</a>.</li><li>▪ <a href="#">3 Steps to Become a Better Writer</a>.</li><li>▪ <a href="#">The Art of Effective Communication</a>.</li><li>▪ <a href="#">Vocal Branding: How Your Voice Shapes Your Communication Image</a>.</li><li>▪ <a href="#">Reading Minds Through Body Language</a>.</li></ul>
Podcasts	<ul style="list-style-type: none"><li>▪ <a href="#">Communicate: A Communications Skills Podcast</a></li></ul>

## SIGMA Can Help

Since 1967, SIGMA has helped thousands of organizations across North America develop their people potential and increase organizational effectiveness. Explore our assessments, coaching, and consulting services below, and contact us if you would like to speak about creating a custom plan for your organization.



### [Leadership Skills Profile – Revised™ \(LSP-R\)](#)

Take our flagship leadership assessment to see how you score on “Communication.”



### [High-Potential Talent Development](#)

Use SIGMA's scientifically validated, industry-tested tools to give your talent development a strong start.



### [Coaching with a SIGMA Consultant](#)

Participate in one-on-one coaching with SIGMA's expert consultants.

## Speak with a Consultant



If you would like to speak with a consultant about what communication looks like at your organization, contact us today. We are happy to share what we've learned from client experience and talk about the specific needs of your organization and your team. Give us a call! We're always happy to chat.

[1.800.401.4480 ext. 233](tel:18004014480)

Email Glen