



THRIVE LIVE

OCT. 21–22, NASHVILLE, TN



EMERGING LEADERS

# LOST IN TRANSLATION

Leadership communication

# CONTENT

1. Equip you with key learnings
2. Perspective
3. Encourage you







# NICARAGUA





# KEY PRINCIPLES



“

Leadership is visual, people do  
what people see

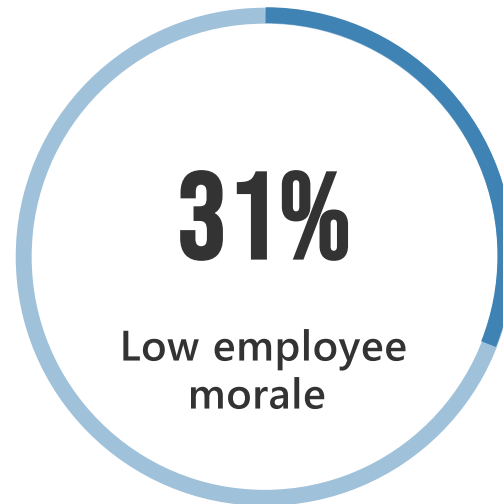
”



# SALESFORCE RESEARCH SHOWS:

86% of employees, as well as corporate leaders, believe that ineffective communication is the root cause of workplace failures

Research by the Economist Intelligence Unit shows how poor workplace communication can undermine the performance of a company, leading to:



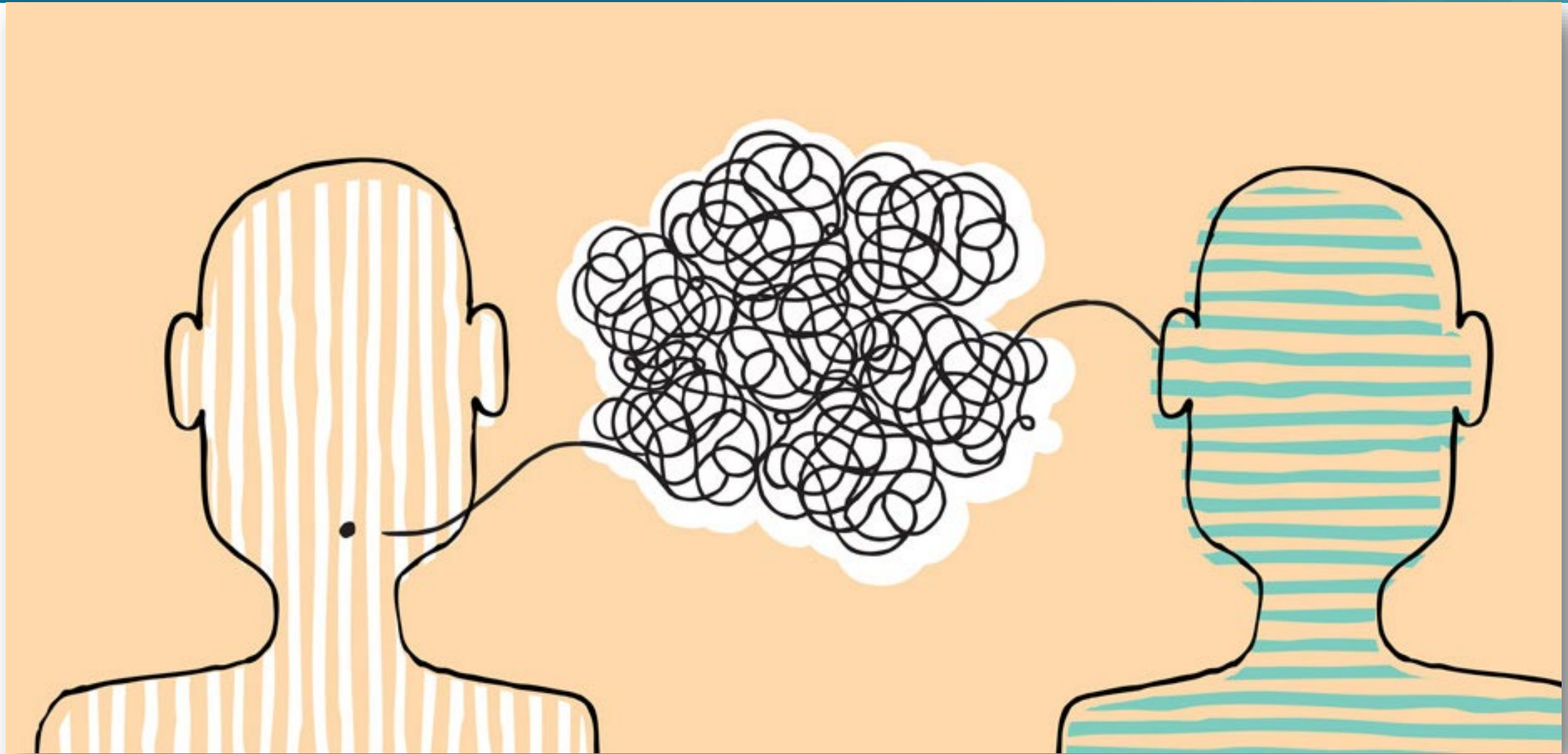


“

Every problem in business or in life  
can be tracked back to a lack of  
communication or  
miscommunication

”

# THE IMPORTANCE OF COMMUNICATION



# EFFECTIVE COMMUNICATION STRATEGIES

- Active Listening

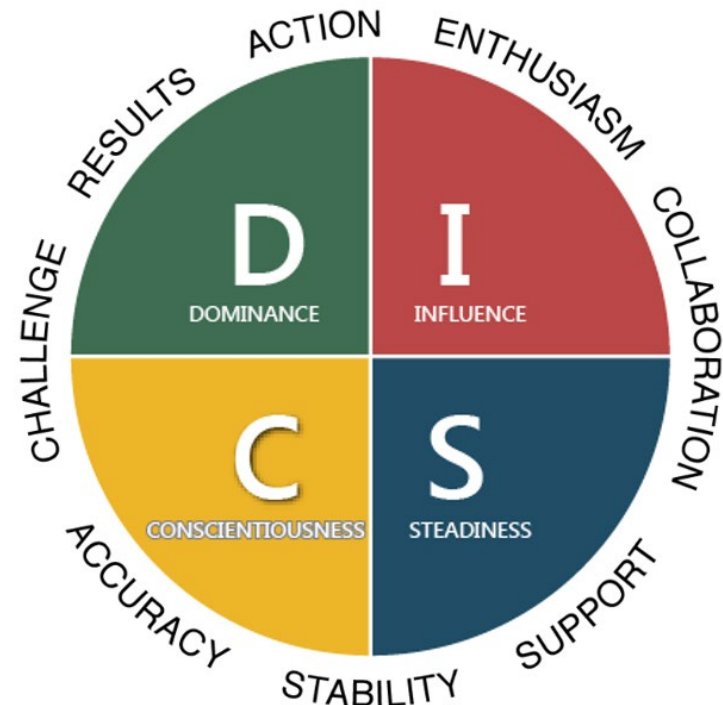
Fully concentrate on the speaker, show empathy, ask clarifying questions, and rephrase key points to ensure understanding.

- Clear Messaging

Use plain language, avoid jargon, structure information logically, and provide relevant examples to convey ideas effectively.

- Adaptive Communication Styles

Adjust communication approach based on audience needs, preferences, and communication channels (e.g., in-person, virtual, written) to enhance engagement and impact.





# THE POWER OF PERSPECTIVE



Perspective is the way we see the world around us, shaped by our experiences, beliefs, and biases.

It's a lens through which we interpret and make sense of the reality we inhabit, influencing our decisions, relationships, and overall understanding of life.

# 1. EMBRACE IMPERFECTIONS AND MISSTEPS



Celebrate Mistakes



Reframe Failures



Be Curious

By embracing imperfections and missteps, you open yourself up to new possibilities, personal growth, and a deeper appreciation for the journey.





## 2. BRIDGING GAPS WITH HUMOR



Rising together depends on getting humor right. Precisely because humor can serve as a potent means for uniting as well as dividing, we can all profit from using humor to bring people together.

- Sally Helgesen



A photograph of a bed with white linens and a white pillow. The text is overlaid on the image.

**“SLEEP ON IT, IT WILL LOOK  
BETTER IN THE MORNING.”**

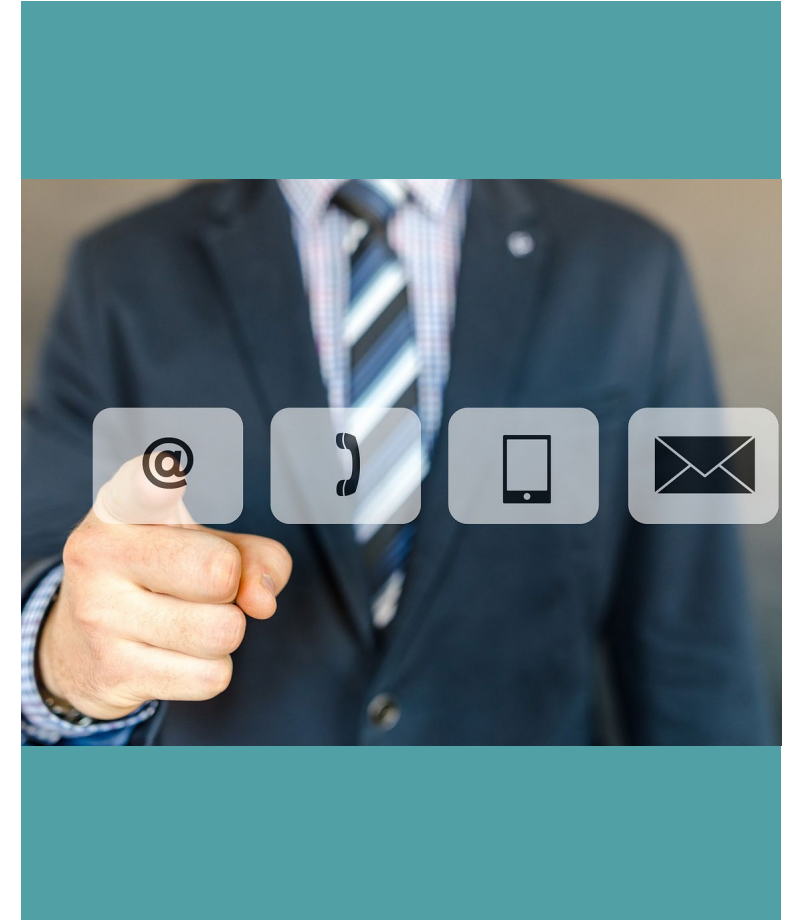
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### 3. CULTURAL SENSITIVITY IN COMMUNICATION





# EVERYTHING COMMUNICATES



# OVERCOMING COMMUNICATION CHALLENGES

## Cultural Differences

Recognize and adapt to diverse cultural norms, values, and communication styles to bridge gaps and foster mutual understanding.

## Language Barriers

Utilize translation services, simplified language, and visual aids to ensure everyone can actively participate and contribute.

## Remote Work Environments

Establish clear communication protocols, leverage video conferencing, and encourage regular check-ins to maintain effective collaboration across dispersed teams.

## Nonverbal Cues

Be mindful of and interpret nonverbal communication, such as body language and tone, to enhance understanding and build stronger connections.

## Active Listening

Actively listen, ask clarifying questions, and summarize key points to ensure everyone is on the same page and that their input is valued.

# DEVELOPING YOUR LEADERSHIP COMMUNICATION SKILLS

Be intentional –  
Invest in Leadership Training Programs



Actively Seek Feedback from  
Colleagues/Coaches



Continuously Read Books and Articles on Effective Communication



Practice Active Listening and Empathy





# Additional Resources

- Newsletter
- Blog Library
- Prompt Tip Sheet
- Online Learning Programs
- Workshop Waitlist
- AI Assessment
- Contact Us



# Governors Ballroom A

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