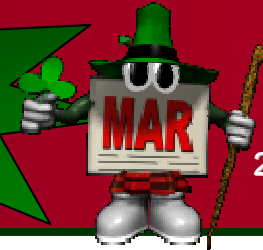




# TriOpus Group

Shaping your company's talent

This month:  
**COMMUNICATION**



2006

March 1, 2006 Issue 3, Volume 3

Communication is a very complex subject... what verbally and non-verbally as well as the nuances in your very astute to grasp the full power of each message you are very aware of every aspect of your communications, your messages are still open to interpretation by each individual you encounter. Getting feedback and adjusting your communication style accordingly is a great way to be sure that you are sending the right messages. Identifying your own communication style and those of the people who report to you will also assist in creating highly effective interactions in the workplace. If you would like to explore the communication dynamics within your team, TriOpus Group can help! Give us a call at **1-800-864-2721**.



## are you sending mixed messages?

**I motivate players through communication, being honest with them, having them respect and appreciate my ability and my help.**

*-Tommy Lasorda*



**\*\*the right to be heard does not**

**automatically include the right to be taken seriously.\*\***

*- Hubert H. Humphrey*

[www.triopusgroup.com](http://www.triopusgroup.com)

Who would want to be a leader today? What with having to ensure that your company reaches its goals, being an ambassador to your clients, keeping employees happy (just keeping employees, period) and being an endless source of information, it's enough to make you want to go back to the simpler times when you were just one of the gang. And on top of all that, if you are worth your salt, you have to be a world-class communicator too. It's a tall order!

Historically, people often became leaders, not because of their leadership skills, but because they were subject matter experts. We've all seen it, haven't we? The best salesperson became the Sales VP, the technology guru assumed the chair of IT Director, and the numbers person was appointed the CFO or Comptroller. Don't get me wrong. These subject skills and knowledge are still as essential to a company's success as they ever were, but organizations are realizing that their leaders need more than these skills to be successful.

I've often said that the leaders of today are not the same as those of ten years ago, and the leaders we will need in another ten years will be different from those of today. But there is one skill that will always remain constant - communication.

But what are we talking about? What is communication? At one level, it is the suite of essential skills that all of us need in order for information and ideas to flow amongst us. These basic skills include asking effective open and closed questions that not only get information but also encourage people to express opinions and plan for the future. Communication is also being able to listen (really listen!) to what is being said to you. I've always believed that, if a question is worth asking, the answer is worth listening to. And as simple as these skills are, so many leaders that I have dealt with are really not very good at these techniques. As a leader, as a start, you must master these communication skills.

At another level, communication is the backbone of effective leadership. It is making sure employees clearly understand expectations; it is doing what you say you will do all the time, every time. It is blowing away the obstacles that get in the way of effective communication within your company such as hiding behind email and voice mail. I could go on.



Years ago, I worked for a man who I could never predict. One day he would be encouraging and communicative, the next he would be cool and unapproachable. What he never learned about communication was the fact that all of us communicate all the time. He thought that he could be inclusive and communicative when he needed something done and could be somebody else the rest of the time. It doesn't work that way.

Whether we like or not, as leaders or not, we are communicating every minute of the day. We communicate through what we say, what we do, our tone of voice, the way we stand and walk and the way we dress. We cannot avoid communicating nor can we pick and choose when to communicate. What my old boss never realized was that he was also communicating when he was unapproachable.

Your challenge, in being the best leader you can possibly be, is to master the basic communication skills I've talked about, and embrace the fact that you are constantly communicating and, at the same time, constantly being observed.

You can't hide from it. It's your job, unless of course, you just want to go back and be one of the gang.