

# LEADERSHIP COMMUNICATIONS

## SYLLABUS

July 2020

*Written & Delivered By:*



# PEREGRINE

— GLOBAL SERVICES —

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## **LEADERSHIP COMMUNICATIONS**

### **Overview**

Rising to the challenge of leadership has so much to do with your ability to communicate clearly and effectively. Whether introducing new directives, setting standards, or pursuing goals, the ability to connect, engage, and convey a message can make all the difference in your success.

Although this is a module on leadership communications, the principles can be applied to the rest of your life as well. They are useful not only for improving workplace output and connection, but also for bringing increased happiness and satisfaction throughout your life.

### **Learners**

This module is designed for learners who desire to improve their leadership, communications, and workplace skills.

The module may qualify for Continuing Education Units (CEU) for professional certifications depending on the professional association.

### **Module Authors**

The author for this module is Peregrine Global Services headquartered in Gillette Wyoming and includes materials from a variety of sources as indicated within the module.

### **Learning Outcomes**

The learning outcomes for the module are as follows. With the completion of this module, learners should be able to:

1. Understand the nature of leadership communications.
2. Understand which kind of communication medium is best to use in each situation.
3. Understand how to give and receive feedback.
4. Know how to communicate non-defensively.
5. Know the different modes of communication.
6. Know how to prepare and deliver effective presentations.

7. Understand how to overcome the barriers to communications and employ active listening.

### **Curriculum**

<b><u>Section</u></b>	<b><u>Topics</u></b>
Section 1: Introduction	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Module Overview</li> </ul>
Section 2: Understanding Communications	<ul style="list-style-type: none"> <li>• Definition of communication, communication process, informal communication, non-verbal, speakers vs communicators.</li> </ul>
Section 3: Effective Communication	<ul style="list-style-type: none"> <li>• How leaders communicate, skills of a good communicator, 40 question self-assessment, making sure your message matters, choosing your words, improving your skills, definition of defensive/non-defensive communication, and 5 skills for communicating non-defensively.</li> </ul>
Section 4: Giving and Receiving Performance Feedback	<ul style="list-style-type: none"> <li>• Definition of feedback, giving feedback, 10 common feedback mistakes, 5 tips on receiving feedback, 10 tips for dealing with difficult people.</li> </ul>
Section 5: Communication and Listening Challenges	<ul style="list-style-type: none"> <li>• Barriers to listening, what is listening, listening vs hearing, bad listening habits, active listening.</li> </ul>
Section 6: Modes of Communication	<ul style="list-style-type: none"> <li>• When to use/not use e-mail, e-mail etiquette, when to use/not use telephone and video conferencing, 7-tips on telephone etiquette.</li> </ul>
Section 7: Presentation Skills	<ul style="list-style-type: none"> <li>• Planning your presentation, building, audio-visual aids, giving presentation, audience rapport, overcoming stage fright.</li> </ul>
Section 8: Summary and Assessment	<ul style="list-style-type: none"> <li>• Summary</li> <li>• Assessment</li> </ul>

### **Delivery**

The module is delivered using Peregrine's Learning Management System (LMS) known as CMAD. Course instruction is with asynchronous online learning activities.

### **Assessment**

Throughout the module, there are in-progress quizzes and short exercises to ensure understanding of the instructional content. A completion certificate is issued when the learner obtains at least 80% on the final exam.

### **Hours and Articulation**

Learner hours are shown in the following table. The hours are based on both the time within the module and time away from the module conducting application activities.

<b><u>Section</u></b>	<b><u>Hours</u></b>
Section 1: Introduction	0.50
Section 2: Understanding Communications	0.50
Section 3: Effective Communication	0.50
Section 4: Giving and Receiving Performance Feedback	1.0
Section 5: Communication and Listening Challenges	1.0
Section 6: Modes of Communication	0.50
Section 7: Presentation Skills	0.50
Section 8: Summary and Assessment	0.50
<b>Total Hours</b>	<b>5</b>