



**Impactful
Communication
(for Project Leaders)**

Impactful Communication

1. Communication Challenges
2. Communicating with Team Members
3. Assertive Communication
4. 2 Minutes MAGI Communication
5. Developmental Communication

COMMUNNCATION



What type of communication is happening here?

What is good about this communication?

What can we learn from this communication?

How can we apply this communication at the workplace?

Are we good at communicating in this manner?

COMMUNICATION CHALLENGES

A Inappropriate Communication / Hurtful / Harsh Communication	
B Communicated to Wrong Person / Wrong Content / Wrong Time	
C Incomplete / No Communication Less / Over Communication	
D Any Other Improper / Wrong Communication	

- ❖ *How can she yell at me? This is very inappropriate on her part. (A / B / C / D)*
- ❖ *He did not give me the data and I was waiting for it till my log out time. (A / B / C / D)*
- ❖ *She just switched off her mobile and became incommunicado. (A / B / C / D)*
- ❖ *I thought he would call me, and he never called me. (A / B / C / D)*
- ❖ *How can I send the details when the email is sent at the eleventh hour? (A / B / C / D)*
- ❖ *He told me the same thing three times. (A / B / C / D)*
- ❖ *He does not speak about the points raised but beats around the bush. (A / B / C / D)*

COBRA COMMUNICATION

Clarity

Let's meet some day.

If I meet him, I think I will discuss it with him.

Objective

He should get some maturity.

Oh! He is terribly stupid.

Balanced

The client was wrong, I did whatever I could do.

He did not help her at all, I only helped her.

Realtime

Last year you did a good job.

Yes, he was a good team player.

Authentic

I know you don't trust me.

I argued for your promotion.

COMMUNICATING WITH TEAM MEMBERS

Your Name:		You	Team Member	Communication Challenges
Type	Introvert	Shy, talks less, prefers solitude, good observer, good listener		
	Extravert	Garrulous, social, prefers meeting people, talks a lot, does not allow others to talk		
Organizing	Structured	Well organized, precautions, planned, rigid		
	Unstructured	Flexible, openness, experimental, adventurous, take the things as they come		
Perspective	Micro	Minute details, focused, keen observation		
	Macro	General, not keen on details, less observation on small things,		
Commitment	Deep	Quality work, dedicated, committed, hardworking		
	Shallow	Focused on results and completion of work, quantitative in nature		

Orientation	Task	Task master, work is more important, workaholic, least concern for people and feelings			
	People	Concern for people, empathy, likes people and shares work			
Communication	Assertive	Poor listener, strong communication, harsh, hard, rigid			
	Affable	Accommodative, listener, take it easy approach, flexible, friendly and soft.			
Time orientation	Short term	Immediate results, selfish, personal and vested interests			
	Long term	Institutional interest, altruistic, ready to face short term pains			
Team orientation	Self	Less collaborative, less teamwork, personal promotion, less communicative			
	Team	Team camaraderie, teamwork, collaborative, communicative, team spirit, team orientation.			

ASSERTIVE COMMUNICATION

Usage of I to show some assertiveness.

- ✓ I think.....
- ✓ I will.....
- ✓ I want to.....
- ✓ I suggest.....

Promotion of cooperative spirit with a bit of assertiveness

- ✓ This is what I think, what are your thoughts about it?
- ✓ This is what I intend to speak, do you have any suggestions?
- ✓ This is what I understood, is it the same with you?
- ✓ Well said, and I am happy about it. Is everyone on the same page?

Taking the team members onboard with assertiveness

- ✓ I would appreciate if you can.....
- ✓ I would be happy if you come.....
- ✓ I would be interested to know about your work if you update me.....
- ✓ I am very willing to work upon it if you provide the client details about.....

Getting clarification from the team members with assertiveness

- ✓ I appreciate your suggestions, but would you clarify on.....
- ✓ I am happy that you brought out the point, but would you explain further about.....
- ✓ I am impressed that you illustrated it well, but I think you need to elaborate upon.....
- ✓ That's a wonderful presentation, but the team members would get more insights if you can elaborate on

Suggestive phrases using assertive skills.

- ✓ How about a coffee in the evening?
- ✓ How about a meeting to assess the progress of the work?
- ✓ Why don't we have a small meeting with the client next week?
- ✓ It would be good if we could have a brainstorming session tomorrow?



- 1. Are you assertive or affable or aggressive in communicating?*
- 2. What were the assertive skills exhibited by the coach?*
- 3. How does assertive communication help at the workplace?*
- 4. How are assertiveness and aggressiveness different?*
- 5. Did you come across any assertive communication in the recent past?*

2 MINUTES MAGI COMMUNICATION

Kris misses his deadlines by a small margin.

Meet	You	
	Kris	
Ask	You	
	Kris	
Guide	You	
	Kris	
Inspire	You	
	Kris	

Reena needs to work upon her soft skills.

Meet	You	
	Reema	
Ask	You	
	Reema	
Guide	You	
	Reema	
Inspire	You	
	Reema	

.....

Meet	You	
Ask	You	
Guide	You	
Inspire	You	

.....

Meet	You	
Ask	You	
Guide	You	
Inspire	You	

DEVELOPMENTAL COMMUNICATION

My team leader never told me about my skills.

He just communicated tasks assigned to me.

I wasted three years doing this job.

My team leader showed a lot of concern initially, but later on kept away from me.

I thought she would help in developing my talent.

But nothing happened.

I was waiting for growth in the profile.

Nobody talked about my growth.

Neither my team leader nor my HR Manager.

I feel I am stuck in this job and organization.

Why should I waste my time and talent when nobody discusses about my career and growth plan?

What comes next?

I don't know.

I want someone to speak to me about my career and growth plan.

Action Steps for Developmental Communication



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