

▲ Communication Article ▲

Communication - the Tool of Leadership

Communication represents the how of leadership. You cannot lead unless you can communicate. Communication is to the leader what water is to the body.

Communication is the exchange of information and ideas. Effective communication occurs when others understand precisely what you are trying to tell them and you understand exactly what they are trying to tell you.

Communication and the Team

Effective communication is the prerequisite for the synergy that creates the kinds of bonds that allow your team to follow you and act appropriately during [times of greatest pressure]. It is the glue for all teamwork and team activity.

For communication to be effective, the role of the sender and receiver must switch frequently. After receiving a message, the listener acknowledges the message by providing feedback. Feedback can be sent verbally or non-verbally.

The message that you communicate is not just the words you speak. The packaging of your communication - your tone, voice, body language, and gestures all combine to communicate your message to the listener.

You must win your team's trust and confidence before, rather than during, an incident. How and what you communicate can enhance or damage the strength of the relationship between you and your team... Discipline and cohesion depend on the strength of this relationship.

Because people listen to leaders who listen to them, you must work hard at listening to you team. Effective communication implies that your team listens to and understands you. Becoming a skilled listener is hard work and takes constant practice.

(Army Library, S300 Extended Incident Attack Commander, version 1.0, 2007, underlines added for emphasis)