

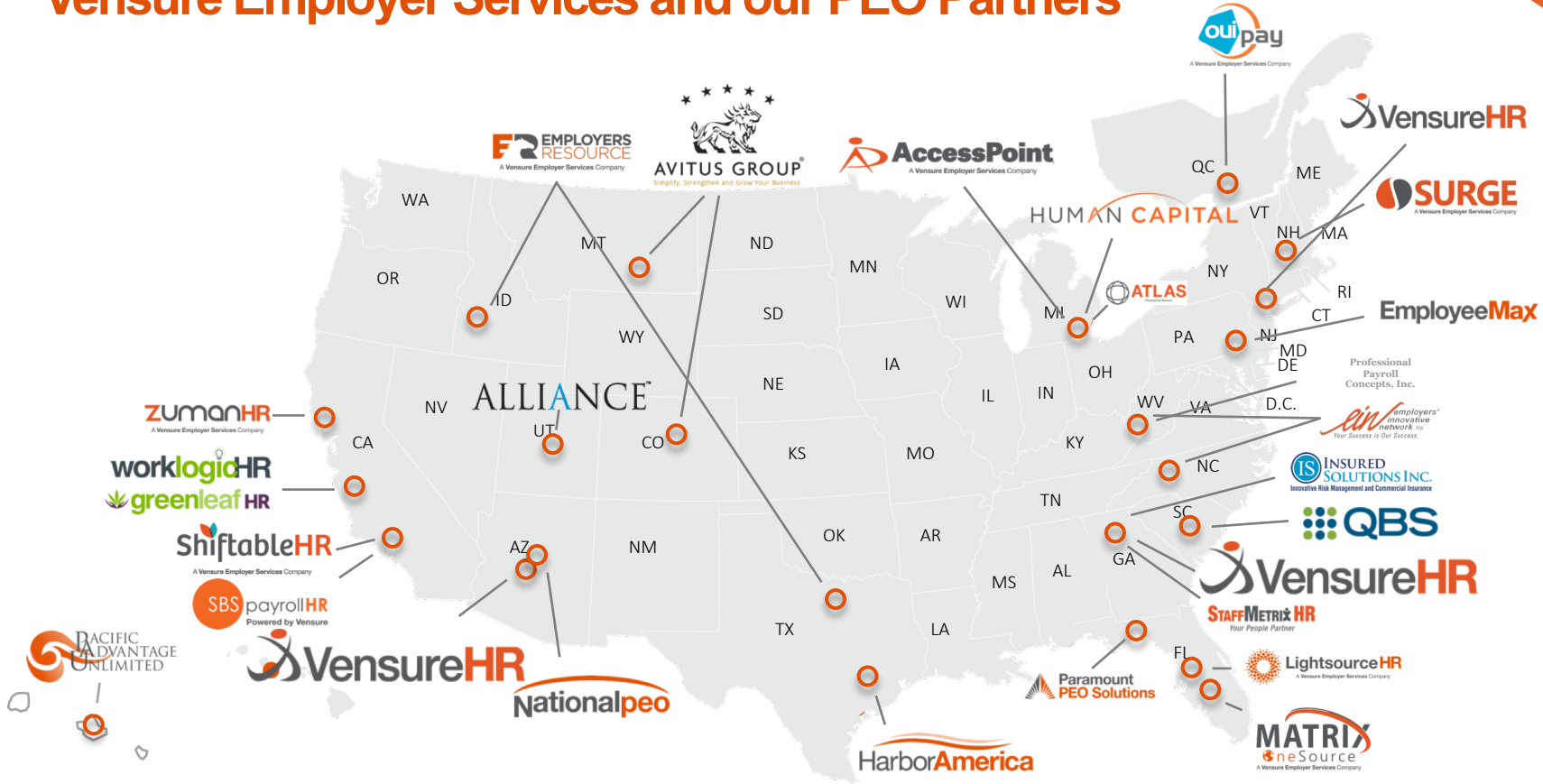


# Communicating Like A Leader

February 24, 2021



# Vensure Employer Services and our PEO Partners



# Agenda

- 1 Leadership Basics
- 2 Communication Secrets
- 3 How to Be a Great Communicator
- 4 When to Remain Silent
- 5 Responding to Feedback
- 6 Q&A

# Instructions for Submitting Questions with GoToWebinar



› When you launched GoToWebinar, a control panel and a screen share window opened up



› In the control panel, there is a dropdown section entitled, “Questions”



› Open up that section and type your question into the dialog box and hit enter. **If you are a client, please put “CLIENT” in your question**



› Please note that you will not see the questions or comments of others



› We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact [webinarHRhelp@Vensure.com](mailto:webinarHRhelp@Vensure.com)

# Our Panelist



**Robin Paggi**  
Training and Development Specialist

# 1

## Leadership Basics

# Leadership Basics

Share Information with Your Team

Get Personal—Make a Connection

Have an Open Mind

Empathize with Your Team

Focus on What a Person Gives, Not What They Get

# 2

## Communication Secrets

# Communication Secrets

- › Honest
- › Articulate
- › Upbringing
- › Good Listeners
- › Humble
- › Approachable
- › Knowledgeable
- › Say “I’m Sorry”



# 3

## How to Be a Great Communicator

# How To Be A Great Communicator



Know How You Communicate



Prepare Before Sending the Message



Delivering the Message



Receiving the Message



Evaluate



Take Corrective Action

# 4

## When to Remain Silent



## When To Remain Silent

- › Personnel Issues
- › Privacy Issues
- › Personal Issues

# 5

## Responding to Feedback

# Responding to Feedback

- › Ask for It
- › Don't Get Defensive
- › Ask for Clarification
- › Reflect
- › Implement



# Q&A

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**Thank You for  
Your Time**

