



Developing Leadership Competencies

5. COMMUNICATION-continued



On-the-Job Actions to Develop in Communication

- Avoid selective listening. Challenge yourself to practise listening to those to whom you don't usually listen. Listen for content. Express to individuals your sense of what they are thinking and feeling. Recognize people's values and concerns. Separate the content from the person. Try to ferret out some value from everyone.
- Set up regular meetings where others have an opportunity to express their concerns about work practices/processes. Practise your questioning and probing techniques to gain a full understanding of their perspectives.
- In meetings, limit your comments and focus on what others have to say rather than on how you will respond.
- Seek opportunities to deliver speeches and presentations and to facilitate group discussions and meetings.

Public Service Courses

- Understanding and Applying Strategic Communications (T712 - Training & Development Canada)
- Interpersonal Communication Skills (P607 - Training & Development Canada)
- Effective Presentation Skills (T010 - Training & Development Canada)
- Assertive Communication (0111 - Statistics Canada)
- Managing Human Performance (CCMD)
- Leading for Results (CCMD)
- Conducting Effective Meetings (0517 Statistics Canada)
- Effective Presentation Skills (0112 Statistics Canada)
- Improving Listening Skills (T022 - Training & Development Canada)