

Advanced Leadership and Change Management

Day 2

by
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The Johari Window Model

COMMUNICATION SKILLS EVERY LEADER NEEDS

- **Ability to Adapt Your Communication Style**

Always advocating
personal opinions



Aggressive



Very
confrontational



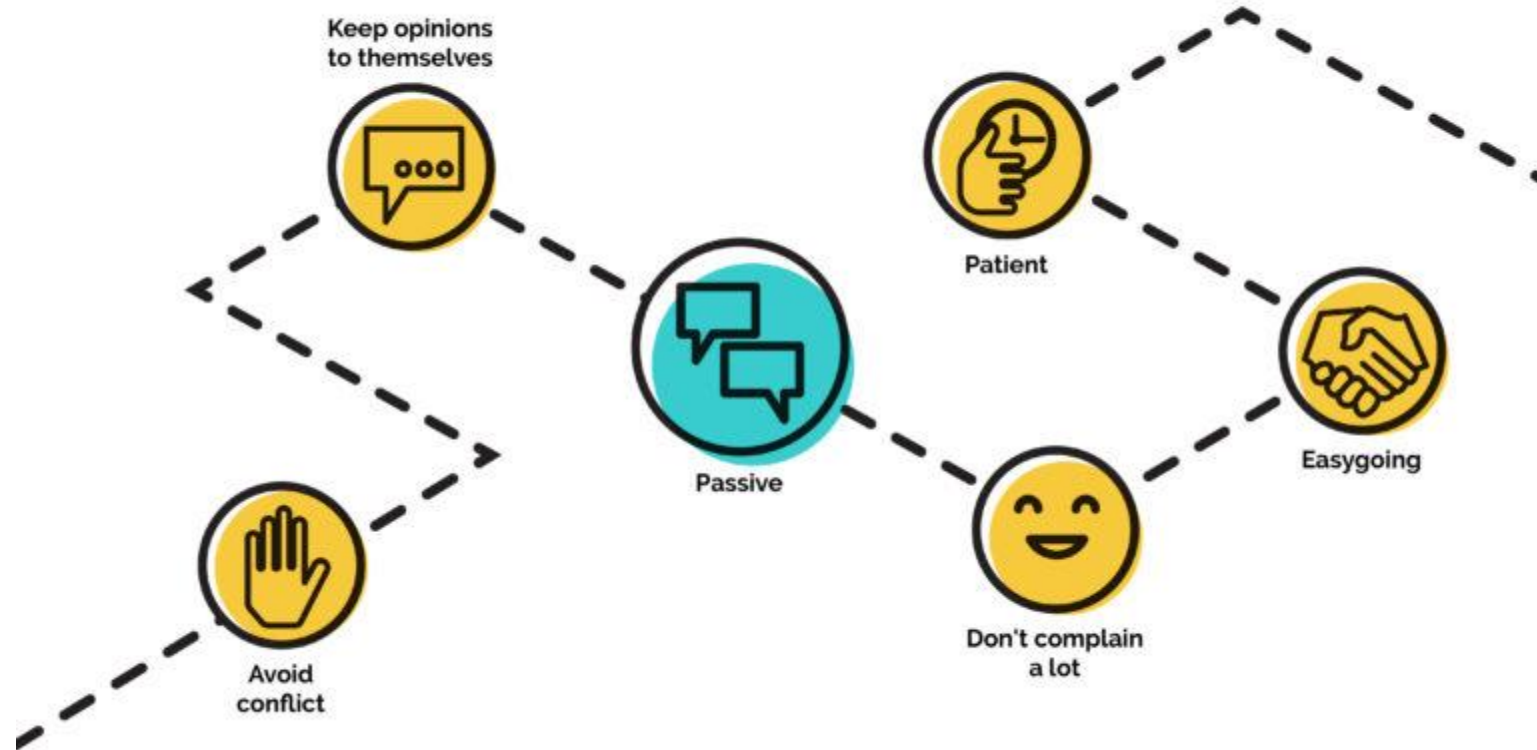
Lots of hands-on
communication

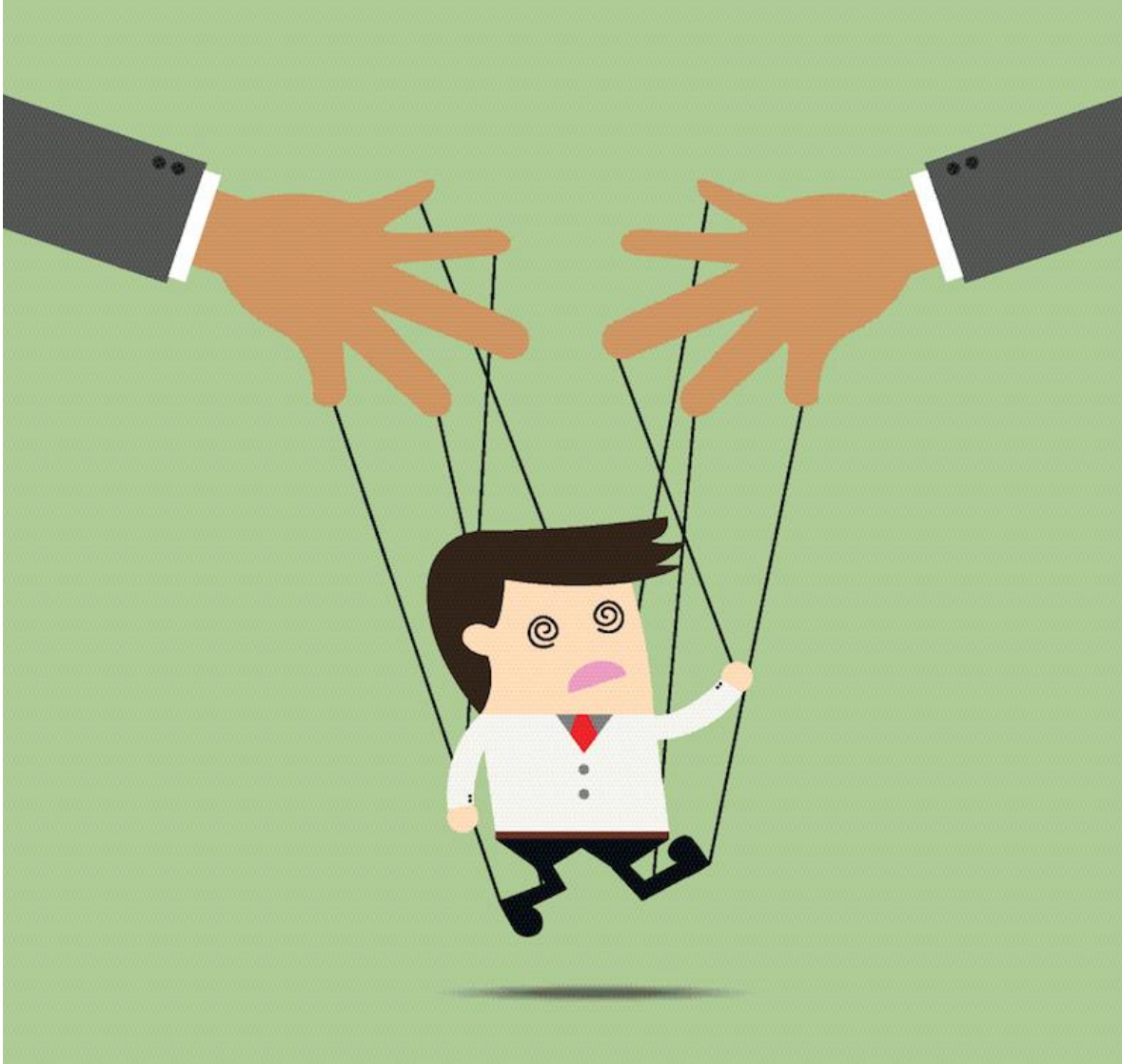
The Aggressive Style



Passive-Aggressive Communication Style

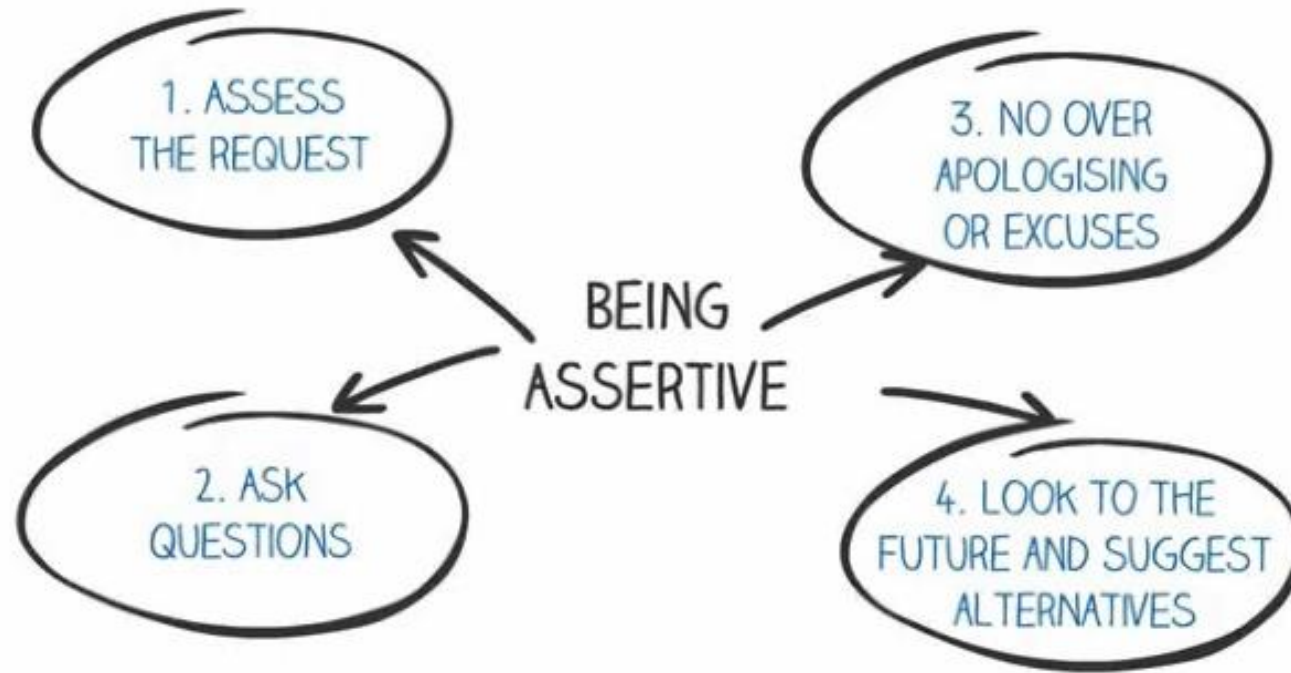
Passive /Submissive Communication Style





The Manipulative Style

Assertive Communication Style



Guidelines for Micro-Affirmations

- **Be on the Lookout:** First and foremost, be on the lookout for opportunities to provide micro-affirmations. When you're actively thinking about ways to help people succeed and trying to see others' achievements and skills, you'll be more likely to find them.
- **Keep it Small:** You don't need to be a superhero all the time. The smaller and simpler you keep your micro-affirmations, the more likely you'll be to engage in them naturally throughout the day.
- **Delivery Matters:** Consider the best way to deliver your message; methods will depend on the context and setting.
 - a. In public or private (or both!)
 - b. Through words you say or write and/or actions you take
- **Don't Let the Moment Go By:** Think about when your affirmation will be most effective. Typically, it's best to give positive feedback as soon as possible.