



## Leadership in Concept **COMMUNICATION MODELS**

### **LISTEN** Model for communication

**Look** - Observe non-verbal cues.

**Inquire** - Ask insightful questions.

**Summarize** - Explain your understanding.

**Tune In** - Maintain a mental presence.

**Empathize** - Connections go both ways.

**Nurture** - Trust improves communication.

### **CARES** for giving feedback



Context



Action



Result



Effect



Solution

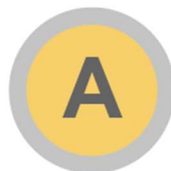
### **SPARK** model for public speaking



Study the  
setting and  
audience



Prepare  
and  
practice



Authenticity  
and  
adaptability



Rehearse  
in live  
setting



Know your  
“Plan B”

## Leadership in Practice

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- Do I sometimes catch myself talking and thinking about how I will respond instead of listening?
- Do I pay attention to what my body language is saying and if it supports my words?
- Can I empathize with my team? Everyone of them?
- Have I built trust with my team?
- Do I need to give feedback? Let me review the CARES model to help develop my strategy.
- I have a speech coming up. What elements of the SPARK model can I apply when preparing for my next speech?
- Remember that personal experiences bring authenticity to speeches.