

# CONNECTING AT THE CROSSROADS



**INNOVATION. EDUCATION. PARTNERSHIP. GROWTH.**

DELIVERING FOR AMERICA® | JUNE 2-5, 2024, INDIANAPOLIS

## Grow and Add Value to Your Employer



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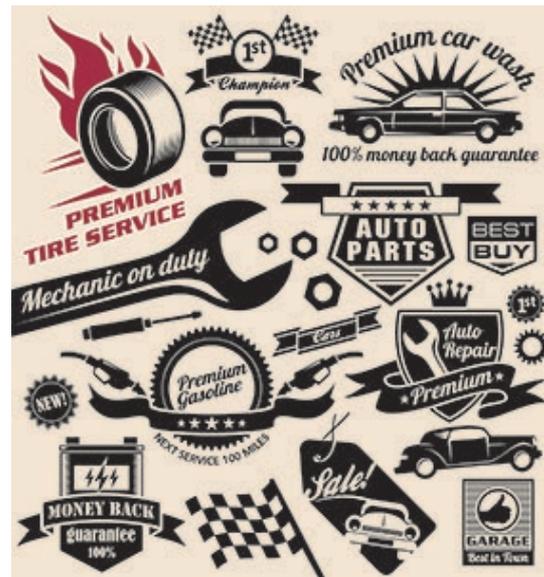
Lois Ritarossi  
High Rock  
Strategies

## Certification Session 3

- Self-assessment – where are you today?
- Growth Theme
- Self-direction and who you will be
- Continuous improvement

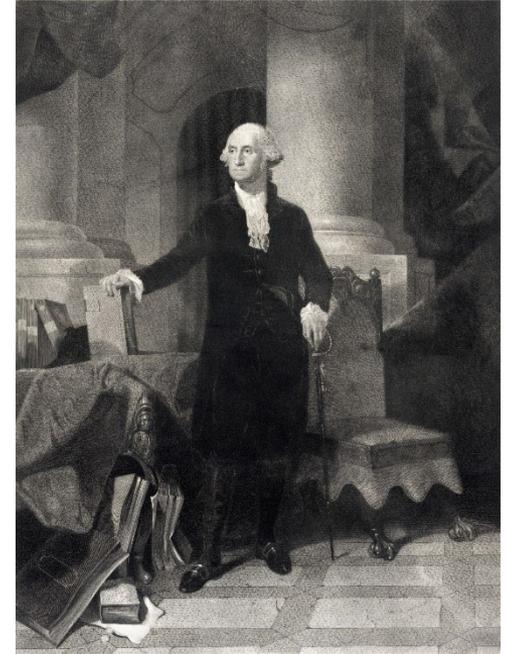


# Communications is your tool



## 3 Themes – Grow and add value to your employer

- Your personal communication style
- Your value: responsible, responsive, respectful
- Planning to win with effective communications



# Your Personal Communication Style

- Words you say
- How you say it
- What they hear



# Non-verbal Communications

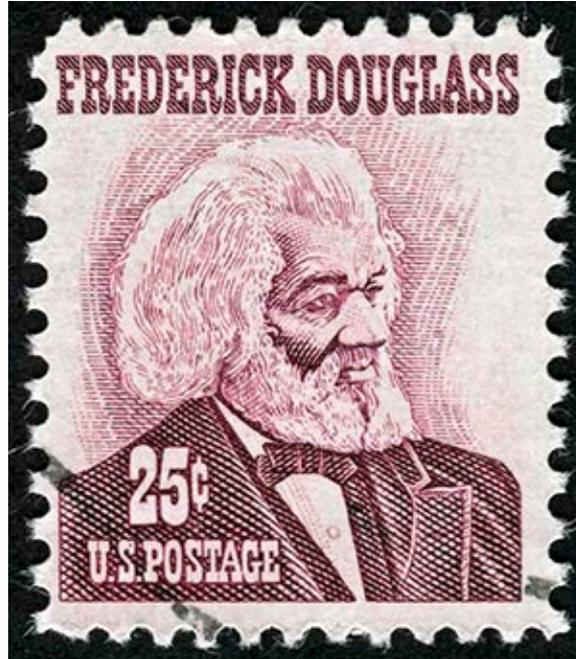
- What makes us human
- What you don't say matters
- How you show up



# Are you a wall walker?



# Defining your value as a leader



# Are you an excellent listener?



# Responsible, Responsive, Respectful

- Responsibility – your impact



# Responsive

- Responsive to others



# Respectful

- To yourself
- To others



# Communication - Planning to Win

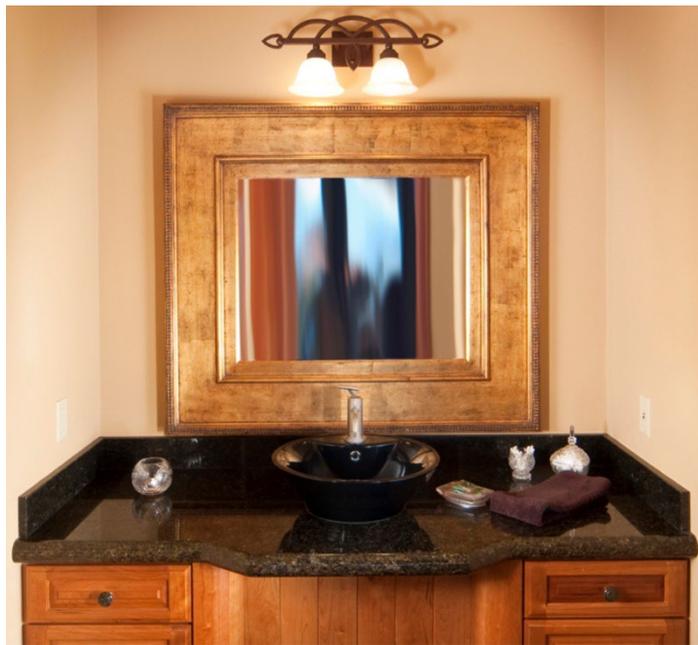
- Clarify
- Restate what you heard
- Be brave



# Public Speaking – Fear Not

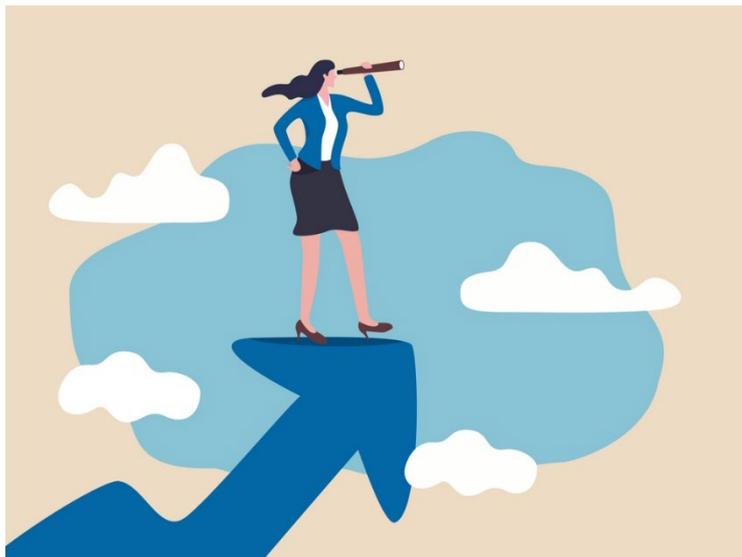


# In one word describe yourself



# How do others see you?

- Write 2 words that describe how others see you



# How would you like others to see you?

- Write 2 words that describe how you want to be known



# Grow and Add Value to Your Employer - Debrief

- Your leadership style
- How you are seen
- The leader you want to be



**NPF Mail Center Manager Certification Course**

**Session: Grow and add value to your employer**

**NPF**

**In one word describe yourself**



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**NPF**

**How do others see you?**

- Write 2 words that describe how others see you



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**NPF**

**How would you like others to see you?**

- Write 2 words that describe how you want to be known



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# Questions?



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