

CONNECTING AT THE CROSSROADS

INNOVATION. EDUCATION. PARTNERSHIP. GROWTH.



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Grow and Add Value to Your Employer



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Certification Session 3

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

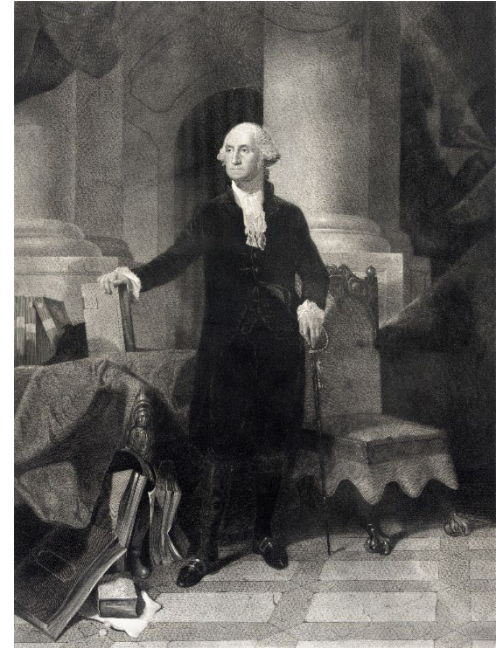


Communications is your tool



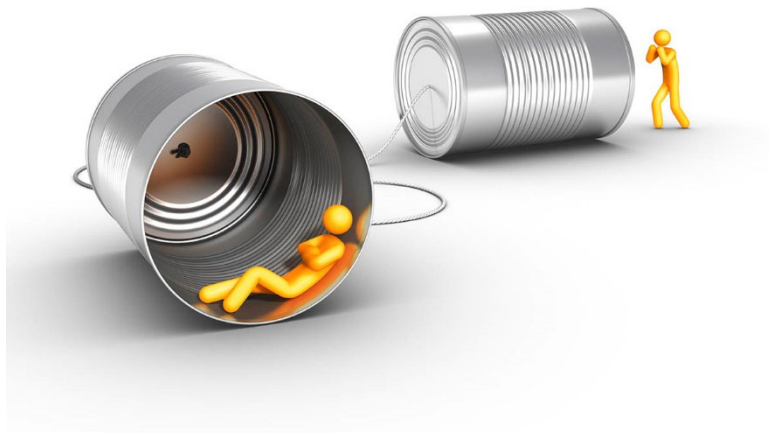
3 Themes – Grow and add value to your employer

- 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

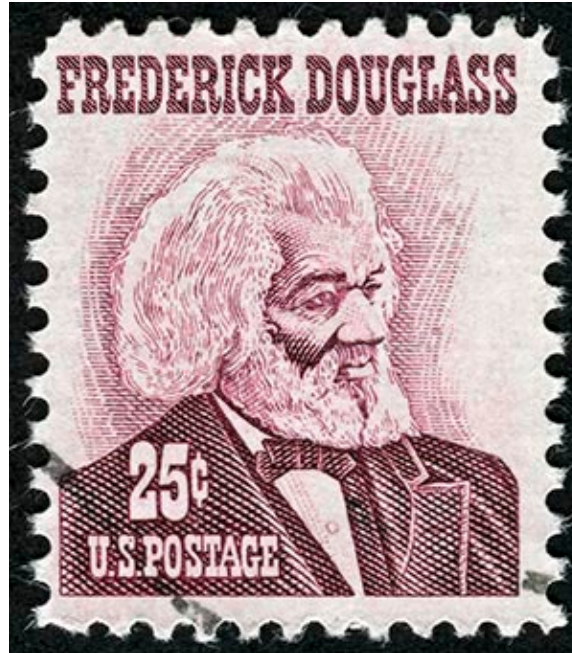
- What makes us human
- What you don't say matters
- How you show up



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



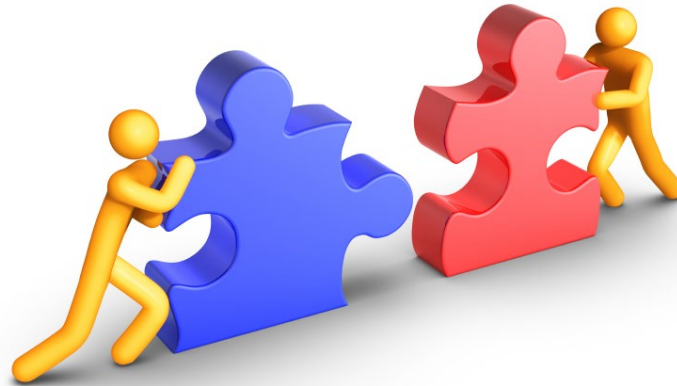
How would you like others to see you?

- 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

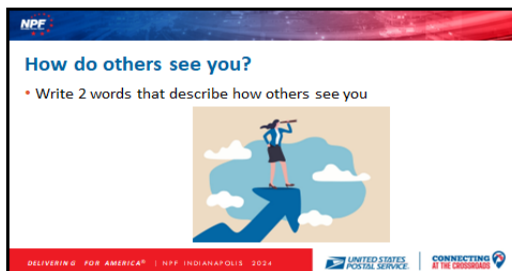


NPF Mail Center Manager Certification Course

Session: Grow and add value to your employer



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Questions?



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