COURSE SYLLABUS

Leadership Communication Course (Self-Paced)

Develop essential communication skills to build trust, foster collaboration, and inspire teams as an effective leader.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/leadership-communication-course-self-paced



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Course Outline

Module 1: The Art of Communication and Listening

- Define effective communication and how verbal and nonverbal cues work together.
- Practice active listening habits: paraphrasing, eye contact, listening through to the end.
- Recognize how tone and body language shape meaning and trust.
- Use your own nonverbal signals to reinforce respect and attentiveness.

Module 2: Emotional Intelligence

- Explain EI and its components (self-awareness, self-management, motivation, social awareness, relationships).
- Contrast “motivator” and “technician” leadership styles and their effects on teams.
- Apply the H-E-A-R approach: Hear, Empathize, Acknowledge, Respond.
- Translate EI into daily communication choices under pressure.

Module 3: The Results Oriented Request

- Identify pitfalls that derail clear requests (vagueness, missing details, over-softening).
- Prepare with purpose: objective, audience, method, timing, and alignment to mission.
- Be explicit about what’s unknown, invite input, and secure agreement/accountability.
- Keep messages concise, focus on outcomes, and follow up for clarity.

Module 4: Encouraging Innovation and Producing Results: Planning the Project

- Use a five-step model: Task & Purpose → Information → Plan → Action → Review.
- Define scope, success criteria, roles, milestones, risks, and communication plans.
- Enable innovation by setting clear guardrails and monitoring progress visibly.
- Capture lessons learned and close out with a concise report.

Module 5: Technology and Communication

- Layer communication strategically across email, platforms, meetings, and calls.

- Apply practical email protocols (clarity, brevity, “reply all” discipline, single-topic notes).
- Leverage collaboration tools (e.g., Teams/SharePoint, Google Docs) to co-create and track work.
- Set norms for virtual workplaces—accessibility, check-ins, inclusion, and feedback.

Module 6: The Generational Divide

- Understand values and preferences across Veterans, Boomers, Gen X, Millennials, and Gen Z.
- Build cross-generational teams and agree on communication channels and hours.
- Bridge differences by focusing on shared goals, quality, and recognition.
- Tailor leadership approaches to individual needs and life stages.

Module 7: Conflict and Developing Consensus

- Differentiate healthy debate from dysfunctional argument and steer toward facts.
- Use collaborative communication: describe behavior, state impact, invite response, co-design solutions.
- Prepare ground rules and processes that enable inclusive discussion.
- Reach decisions with structured tools—brainstorming, multi-voting, nominal group technique.

Module 8: Change

- Lead through transition using Bridges’ phases: Endings, Neutral Zone, New Beginnings.
- Validate emotions, communicate frequently, and counter rumors with facts.
- Enable innovation during the Neutral Zone and reinforce early wins.
- Document lessons (AAR) to improve future change efforts.

Module 9: Moving Forward

- Assess your personal communication habits and identify improvement areas.
- Create a concise action plan to apply course tools with your team.
- Set checkpoints for accountability and continued practice.