



WORKBOOK

EFFECTIVE COMMUNICATION

3 PILLARS – CLARITY/EMPATHY/UNDERSTANDING

Review the scenario, identify the possible communication challenge and brainstorm possible responses, focusing on being clear, empathetic and understanding.

SITUATION 1

Situation: Emily, a key team member, requests time off for personal reasons during a crucial phase of the project. Her absence could potentially delay the project further, but she mentions that it's an important family matter.

Leadership Intention:

Challenges:

CLARITY:

EMPATHY:

UNDERSTANDING:

SITUATION 2:

SITUATION: Two team members, Alex and Jordan, have been at odds over the approach to a critical project. Their disagreements have escalated to heated arguments in team meetings, affecting the morale and productivity of the entire team.

Leadership Intention:

Challenges:

CLARITY:

EMPATHY:

UNDERSTANDING:



SITUATION 3;

SITUATION: The project your team has been working on is falling behind schedule, with several missed deadlines. The client is growing impatient, and the pressure is mounting on the team.

Leadership Intention:

Challenges:

CLARITY:

EMPATHY:

UNDERSTANDING:

LEADERSHIP CIRCLE

Accountability circle discussion to share best practices of communication barriers, modes of communication and connecting with different people at Knak. What steps can you take today to implement them? What do you commit to individually and as a team?

* check out the resources at www.ellabates.com/knak

TEAM MEMBER	CONSIDERATIONS

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