



keys to good communication

Ineffective employees

Do what they're told

Just get on with the job

Are independent: solo-operators

Focus on technical skills

Are good talkers

Hide their frustrations

Keep their head down

Leave ideas to the boss

Let the leaders lead

Let unresolved problems glowß

Blame circumstances or others

See this as a job for now

Emerging leaders

Ask questions & grow their skills

Are interested and enthusiastic

Are interdependent: team-players

Work on technical & people skills

Are excellent listeners

Try to resolve conflicts & concerns

Take the lead in looking out for others

Share ideas and solutions

Coach and help others

Confront problems & discuss irritations

Take ownership & responsibility

View it as the start of their career