

JEWISH LEADERSHIP NETWORK

Core Competencies.
Leadership Skills.
Communication Techniques.

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A Division of TST Business Strategies, LLC



CORE COMPETENCIES. LEADERSHIP SKILLS. COMMUNICATION TECHNIQUES.

All Jewish Leadership Network workshops and training series include Science of Self leadership skills, communication style awareness and adaptations, and understanding of the Communication Continuum techniques.

| CORE COMPETENCY | LEADERSHIP SKILL | COMMUNICATION TECHNIQUE |
|--|---|--|
| Appreciating Others. Identifying with and caring about others. | <ul style="list-style-type: none"> • Sympathy vs empathy • Value in differences • Diversity sensitivity (EQ) • Support and advocacy vs cheerleading | <ul style="list-style-type: none"> ▪ Respect-honoring and validation ▪ Communication preference awareness ▪ Communication adaptation based on observable style |
| Conceptual Thinking. Analyzing hypothetical situations, patterns and/or abstract concepts to formulate connections and new insights. | <ul style="list-style-type: none"> • Concept vs detail • Experimentation | <ul style="list-style-type: none"> ▪ Visionary communication ▪ Inquiry |
| Conflict Management. Understanding, addressing, and resolving conflict constructively. | <ul style="list-style-type: none"> • Objectivity • Timing: Urgency vs long-term action • Empathy • Steadiness | <ul style="list-style-type: none"> ▪ Power of a "Positive No" ▪ Directive communication ▪ Open-ended questioning |
| Continuous Learning. Taking initiative to regularly learn new concepts, technologies and/or methods. | <ul style="list-style-type: none"> • Curiosity • Intellectual knowledge vs instinctual knowledge | <ul style="list-style-type: none"> ▪ Knowledge sharing |
| Creativity and Innovation. Creating new approaches, designs, processes, technologies and/or systems to achieve the desired result. | <ul style="list-style-type: none"> • Brainstorming • Culture of observation and stimulation • Change agent • Non-judgement listening | <ul style="list-style-type: none"> ▪ Facilitation ▪ Conversation inclusion ▪ Visionary communication |
| Customer Focus. Anticipating, meeting and/or exceeding customer needs, wants and expectations. | <ul style="list-style-type: none"> • Others-first mindset • Mission, vision, and core value advocate | <ul style="list-style-type: none"> ▪ Urgent directive communication vs short-term timeline ▪ Collaborative inquiry communication ▪ Validation/summary communication |

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|---|--|---|
| <p>Decision Making. Analyzing all aspects of a situation to make consistently sound and timely decisions.</p> | <ul style="list-style-type: none"> • Discernment <ul style="list-style-type: none"> - Info gathering - Observation - Timing - Deadline/hard stop - Choice evaluation - Decision - Direction for action • Perspective • Information collection and interpretation • Action bias around outcomes | <ul style="list-style-type: none"> ▪ Knowledge sharing ▪ Inquiry ▪ Presentation ▪ Communication delivery options ▪ Communication contexts choices ▪ Power of a "Positive No" |
| <p>Diplomacy. Effectively and tactfully handling difficult or sensitive issues.</p> | <ul style="list-style-type: none"> • Cultural sensitivity • Recognizing boundaries • Organizational/institutional culture, operational and HR knowledge • Self-regulation (EQ) • Relational • Consultative | <ul style="list-style-type: none"> ▪ Difficult conversations ▪ Negotiation ▪ Recognizing and understanding universal and individual communication styles ▪ Style adaptation under stress ▪ Time-bound follow-up and check-in ▪ Power of a "Positive No" |
| <p>Staff and Volunteer Development/Coaching. Facilitating, supporting and contributing to the professional growth of others.</p> | <ul style="list-style-type: none"> • Coaching vs Consulting vs Mentoring • Planning • Inspiration • Empowerment • Vision • Accountability benchmarking | <ul style="list-style-type: none"> ▪ Active listening ▪ Inquiry and qualifying questioning ▪ Praise talk ▪ Communication contexts choices |
| <p>Flexibility. Readily modifying, responding, and adapting to change with minimal resistance.</p> | <ul style="list-style-type: none"> • Adaptability Quotient (AQ) <ul style="list-style-type: none"> - Ability to make swift decisions based on data • Priority management • Comfort zone vs growth zone | <ul style="list-style-type: none"> ▪ Behavior style recognition ▪ Communication adaptability based upon style recognition ▪ Transparent communication |
| <p>Futuristic Thinking. Imagining, envisioning, projecting and/or creating what has not yet been actualized.</p> | <ul style="list-style-type: none"> • Vision vs concrete thinking • Risk tolerance • Curiosity • Fixed vs growth mindset • Activate buy-in | <ul style="list-style-type: none"> ▪ Visionary communication ▪ If – then language ▪ Hope talk |

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|---|--|--|
| <p>Goal Orientation. Setting, pursuing, and attaining goals, regardless of obstacles or circumstances.</p> | <ul style="list-style-type: none"> • Tenacity • Ability to pivot • Gap identification • Focus • Strategic • Ability to align people with vision • Outcomes awareness | <ul style="list-style-type: none"> ▪ Telling vs selling ▪ Clarity ▪ Articulation of outcomes ▪ Directive communication |
| <p>Influencing Others. Personally affecting others' actions, decisions, opinions or thinking.</p> | <ul style="list-style-type: none"> • Persuasion vs coercion • Common ground (process, goals, needs, wants, and/or outcomes) recognition • Diplomacy • Relational • Trust building | <ul style="list-style-type: none"> ▪ Assertiveness ▪ Persuasion language ▪ Follow-up questioning |
| <p>Interpersonal Skills. Effectively communicating, building rapport and relating well to all kinds of people.</p> | <ul style="list-style-type: none"> • Science of Self • Awareness, observation • EQ • Ability to set limits and boundaries • Relational • Open minded | <ul style="list-style-type: none"> ▪ Timing and pacing ▪ Active listening ▪ Participatory communication ▪ Collaborative communication |
| <p>Leadership. Organizing and influencing people to believe in a vision while creating a sense of purpose and direction.</p> | <ul style="list-style-type: none"> • Empathy • Humility • Vulnerability • Purpose-driven • Leadership vs authority • Communal approach • Relational acumen • Critical thinking | <ul style="list-style-type: none"> ▪ Leadership language – words that matter ▪ Communication clarity ▪ Communication continuum awareness– situation-based understanding of tone, pace and decision-making participation ▪ Communication contexts choices |
| <p>Negotiation. Listening to many points of view and facilitating agreements between two or more parties.</p> | <ul style="list-style-type: none"> • Facilitation • Critical listening • Issue and priority identification • Ability to include subject matter experts as necessary • Agreement/contract writing skills | <ul style="list-style-type: none"> ▪ Clarification questioning ▪ Validation/summary communication ▪ Pace and tone ▪ Identification of non-verbal cues ▪ Collaborative communication ▪ Giving and receiving feedback |

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|---|---|--|
| <p>Personal Accountability. Being answerable for personal actions.</p> | <ul style="list-style-type: none"> • Reflection • Science of Self • Authenticity • Process vs outcome mindset • Sitting with discomfort • Defining ownership and accountability when setting expectations | <ul style="list-style-type: none"> ▪ Apologies ▪ Energy check and tone before speaking ▪ Verbal and written clarity ▪ Communication acumen |
| <p>Planning and Organizing. Establishing courses of action to ensure that work is completed effectively.</p> | <ul style="list-style-type: none"> • Systems development and implementation • Priority management • Knowledge of productivity systems based on team styles • Strategic thinking • Action planning • Situation and project analysis • Resource allocation • Follow through | <ul style="list-style-type: none"> ▪ Directive communication ▪ Communication acumen ▪ Present tense language ▪ Active verbs |
| <p>Problem Solving. Defining, analyzing, and diagnosing key components of a problem to formulate a solution</p> | <ul style="list-style-type: none"> • Critical thinking • Priority identification • Analytical skills • Cause, effect, and impact analysis • Solution criteria development • Methodical thinking | <ul style="list-style-type: none"> ▪ Collaborative communication ▪ Giving and receiving input and feedback |
| <p>Project Management. Identifying and overseeing all resources, tasks, systems, and people to obtain results.</p> | <ul style="list-style-type: none"> • Project clarity (purpose, strategy, objectives, tasks, outcomes) • Delegation • Performance standard development • Benchmarking • Redirection • Resource allocation | <ul style="list-style-type: none"> ▪ Clarity ▪ Directive and consultative communication ▪ Timing and tone |

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| Resiliency. Quickly recovering from adversity. | <ul style="list-style-type: none"> • Acceptance of uncertainty • Risk tolerance • Science of Self • Empathy • Being present to others' needs and reality • Obstacle v opportunity (create mindset worksheet for this) • Processing stress for self and team • Failing forward through feedback, benchmarking, and evaluation | <ul style="list-style-type: none"> ▪ Consultative and collaborative communication ▪ Hope talk ▪ Authenticity language ▪ Regroup and redirect ▪ Pace |
| Self-Starting. Demonstrating initiative and willingness to begin working. | <ul style="list-style-type: none"> • Initiative • EQ • Confidence • Accountability | <ul style="list-style-type: none"> ▪ Communication acumen ▪ Qualification inquiry |
| Teamwork. Cooperating with others to meet objectives. | <ul style="list-style-type: none"> • Demonstrating respect • Defining roles and expectations • Consensus building • Activate buy-in • Inclusion • Creating accountability | <ul style="list-style-type: none"> ▪ Consultative communication ▪ Inquiry and feedback ▪ Communication contexts choices |
| Time and Priority Management. Prioritizing and completing tasks in order to deliver desired outcomes within allotted time frames. | <ul style="list-style-type: none"> • Discipline • Delegation • Planning ▪ Creating accountability | <ul style="list-style-type: none"> ▪ Directive communication ▪ Power of a "Positive No" |
| Understanding Others. Understanding the uniqueness and contributions of others. | <ul style="list-style-type: none"> • Group/team inclusive • Self-awareness ▪ Building rapport | <ul style="list-style-type: none"> ▪ Encouragement ▪ Giving and receiving feedback ▪ Collaborative and consultative communication ▪ Praise talk |