

8 COMMUNICATION COMMITMENTS OF A LEADER

Communication is a vital skill for effective leaders. Good leaders commit themselves to communicating in specific ways to build trust, alignment, and clarity among the members of their team.

1. Transparency — The Commitment to Open Sharing

Leaders commit to sharing the "why" behind decisions, changes, and directions. They do not hide bad news or hoard information.

- **Action:** Sharing organizational context, financial health, or priorities adjustments early and often.
- **Impact:** Prevents the rumor mill, reduces anxiety, and builds organizational trust.

2. Empathy — The Commitment to Active Listening

Leaders commit to listening more than they speak, focusing entirely on understanding the team members' perspectives, challenges, and feelings.

- **Action:** Holding regular check-ins, asking open-ended questions, and validating team members' concerns without immediately jumping to fixes.
- **Impact:** Makes team members feel more valued, safer, and better understood.

3. Clarity — The Commitment to Explicit Expectations

Leaders commit to simplifying complex ideas and setting unambiguous goals.

- **Action:** Documenting key deliverables, defining what "done" looks like, and eliminating workplace jargon.
- **Impact:** Removes uncertainty, reduces mistakes, and empowers team members to implement with confidence.

4. Accountability — The Commitment to Constructive Feedback

Leaders commit to addressing performance and behavior directly, professionally, and in real time. They also hold themselves accountable by openly owning their own communication failures.

- **Action:** Giving timely and specific praise and private, actionable corrective actions.
- **Impact:** Fosters a culture of high performance and continuous personal growth.



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5. Inclusivity — The Commitment to Diverse Voices

Leaders commit to creating communication channels where everyone—regardless of tenure, background, or personality—has an equal opportunity to speak up and be heard.

- **Action:** Intentionally inviting quieter team members into conversations and using written and spoken communication to accommodate communication preferences.
- **Impact:** Unlocks hidden innovation and ensures a sense of belonging for all.

6. Integrity — The Commitment to Consistent Alignment

Leaders commit to ensuring that their words match their actions. They communicate honestly, keep their promises, and admit when they do not know the answer.

- **Action:** Following through on commitments made during meetings and publicly apologizing if a promise cannot be kept.
- **Impact:** Establishes credibility and serves as a behavioral blueprint for the team.

7. Consistency — The Commitment to Reliable Cadence

Leaders commit to a reliable rhythm of communication, ensuring the team is never in the dark for prolonged periods.

- **Action:** Keeping scheduled one-on-one sessions, providing weekly updates, and maintaining a steady emotional tone during difficult times.
- **Impact:** Provides psychological safety and a firm foundation during times of rapid change.

8. Humility — The Commitment to Two Way Feedback

Leaders commit to being approachable and to seeking feedback on their own leadership from their team members.

- **Action:** Routinely asking, "What can I start, stop, or keep doing to better support you?" and acting on the responses.
- **Impact:** Flattens unnecessary hierarchy and models a healthy growth mindset.