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# LEADERSHIP MATTERS

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## Leadership Matters

Wednesday at 2 PM Pacific

March 23rd 2011: Communicating with Heart and Skill, Part II: For Leaders

A manager or leader's success relies heavily on the ability to communicate skillfully; good communication skills are foundational to managing and leading others. Most managers spend about 80% of their time communicating. Communication is as much a matter of human relationships as it is about transmitting facts. According to an article Harvard Business School Working Knowledge newsletter, a 2002 survey of 1,104 employees in organizations around the United States, 86% said their bosses thought they were good communicators, but only 17% said their bosses actually communicated effectively. From li

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