“Communication is the most important skill in life.”

Stephen R. Covey

Reflection Questions:

1. Why would communication be considered the most important skill in life?
2. Why do leaders need to have skill in communicating?
3. How could poor communication skills affect a leader’s ability to lead?

“The total effectiveness of leaders rises or falls in direct proportion to their face-to-face communication skills.”

Joe Batten

Reflection Questions:

1. Why is face-to-face communication so important?
2. How can face-to-face communication be more effective than communicating by telephone, email, or Internet?