

Leadership and the Art of Communication

Interpersonal communication takes up most of your daily activities. The quality of our relationships and our effectiveness as leaders are often dependent on our ability to communicate with one another. In these sessions we will examine the art of communication as a leader and how our personalities influence how we are perceived.

Duane Elmer held the G. W. Aldeen Chair of International Studies at Trinity International University for fifteen years. He was also Distinguished Professor of Educational Studies (Emeritus) in the PhD program. Prior to that he taught at Wheaton College and Graduate School for thirteen years. Before that he was on faculty at Missionary Internship in Farmington, MI. He and his wife served for five years in South Africa and for a short while in Zimbabwe. In addition to teaching and traveling in over 125 countries he has provided cross-cultural training to people from Fortune 500 companies, relief and development agencies, mission organisations, churches and educational institutions. He has authored six books the most recent being: *Cross-Cultural Conflict*, *Cross-Cultural Connections*, and *Cross-Cultural Servanthood*. He and his wife of 52 years are currently working on a book about teaching for transformation. He has two sons and four grandchildren. He holds degrees from Moody Bible Institute, Trinity Evangelical Divinity School, and Michigan State University, where he received his doctorate in Education and Cross-Cultural Communication.

David Sveen is the managing director of Cedarstone Holdings, LLC. He earned his BS in business from Northern Illinois University in 1978 and his MBA from DePaul University in 1986. In 1994 he earned his MA in educational ministries from Wheaton Graduate School and in 2004 his PhD in theological education from Trinity Evangelical Divinity School. His professional background includes thirteen years in senior management with the investment banking firm Griffin, Kubik, Stephens, and Thompson, as well as an adjunct assistant professorship of Christian Formation and Ministry at Wheaton College since 1995. He also coordinates the Summer Tutorial Program for Central and Eastern European Scholars and Christian Leaders at Wheaton College. In 1993, he founded Cedarstone, and currently oversees its consulting practice. He serves as a Trustee of the Domanada Foundation, and also serves as a board member for the Heska Corporation, Cummins-Allison, and the TC Wealth Advisors. Dave and his wife, Kriste, have five children and make their home in Wheaton, Illinois.

- I. Characteristics of Human Communication
 - A. Words are imprecise mediums of communication
 - B. Understanding meaning involves a level of guesswork
 - C. Most listeners are distracted
 - D. Pre-conceived ideas distort what is said

E. What is said may not be what is intended

F. The speaker may be unaware of personal bias or emotion

II. Importance of Communication

A. Interpersonal communication takes up most of your daily activities (70% of our hours are spent in communication: 45% listening, 30% talking, 16% in reading, 9% writing)

B. The quality of our family cohesiveness, friendships, relationships, and effectiveness at work are in large part related to your ability to communicate

C. Most people are not good listeners (75% of verbal communication is either misunderstood or quickly forgotten)

D. Rarely do listeners fully grasp deeper meanings

E. External stimuli distract from our ability to listen

F. Listening is not hearing

G. Listening is the closest thing to loving

III. Communications Styles Exercise