Bridging the Gap

What the listener thinks the speaker means
What the speaker means
The words the speaker says
The words the listener hears

Why the Gap?

- We differ in our preferences for focussing on big-picture concepts or factual detail
- We only retain a small proportion of what is said initially and soon forget half of this
- Most communication is non-verbal and generally involuntary

Non-Verbal Communication

- Kinesics
- Proxemics
- Paralanguage
- Autonomic changes

What is Leadership?

- ‘Leadership is a function of knowing yourself, having a vision that is well communicated, building trust among colleagues and taking effective action to realise your own leadership potential.’

Bennis and Goldsmith (1994)