

Leadership for Everyone | November 2025

Effective Communication

“The most important thing in communication is to hear what isn't being said” — Peter Drucker



Effective Communication

Effective communication is crucial for building strong relationships and trust in many settings, especially in today's public health laboratory.

The following resources will help to strengthen your communication skills.

Visit the PHL Bench Scientist CoLLABorate community for more

Crucial Conversations by Kerry Patterson

Crucial Conversations teaches an array of principles and practical skills, explained through examples. The book will help anyone talk about virtually any topic, no matter how sensitive. When you learn to handle crucial conversations, the quality of your relationships and your effectiveness will improve dramatically.



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The Art of Active Listening

Think you are a good listener? Do you find yourself nodding or saying “I understand or mm-hmm”? In fact, those behaviors can actually leave folks feeling dismissed. Mastering the art of listening involves many skills to be truly effective. Active listening, according to Harvard Business Review, is a crucial skill for building strong relationships and fostering trust.

8 Ways You Can Improve Your Communication Skills

A leader's ability to communicate clearly and effectively within an organization is one of the strongest skills a successful professional can master. Improving your ability to communicate clearly and effectively to multi-cultural teams, with different types of communication tools and across the world is critical to success. These eight tips can help you maximize your communication skills for the success.



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Own Your Behaviors, Master Your Communication, Determine Your Success

Louise Evans, author of *5 Chairs 5 Choices*, describes a powerful behavioral transformation that helps individuals shift from unconscious reaction to conscious choice and how to master our own behaviors and the behaviors of others.