**“Leaders communicate clearly and effectively”**

The second characteristic of an effective leader that I’ve developed throughout my internship process is communication. Communication is one of the qualities that John Maxwell focuses on in his book “21 Indispensable Qualities of a Leader”. I read this book in 15-20 minute sittings in order to digest its information thoroughly. Some lessons learned include knowing your audience and being concise. Reading John’s book has been an instrumental part of my professional growth.

Throughout my internship I’ve exercised these lessons about communication on a consistent basis through composing building memorandums, administering Basic Educational Data System (BEDS) forms, and developing colleagues on emerging technologies. Some of the anecdotal lessons I’ve learned about effective communication as an intern include being professional, direct, and proactive. I’ve learned that grammatical errors are unacceptable from any leadership position and do my best to proof read every document before hitting the send button. I’ve also focused a great deal of time expanding my vocabulary and educational jargon. I’ve learned that often times “less is more” when composing memorandums to faculty. In my experience, too many words can confuse the subject and lose a recipient’s full attention. Finally, I’ve learned that communicating with faculty in a timely-manor is greatly appreciated. There should never be a situation in which a constituent can say “I was never informed of this”. Leaders must communicate pertinent information to stakeholders as soon as possible.