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by J B

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Summative Discussion Board

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In the leadership class, I have learned a lot of exciting topics. However, I learned several compelling topics, such as practical communication skills essential for clients and employees. For example, efficient communication enhances the relationship with customers and employees and helps cultivate positive and cooperative interactions and communicate with them listen to their needs (Johnson & Hackman, 2018). Another compelling topic I learned is conflict resolution because, in the work environment, conflict can occur due to several reasons, such as disagreements or varying interests. Therefore, I have learned to resolve disputes effectively and develop consensus among the workers hence saving on time and improving productivity.

I must commend that participating in discussions is the best thing the institution developed because it allowed students to share their ideas and thoughts. Also, panels help create a communication platform where one can share knowledge and learn from each other in their assignments. For example, through the discussion board, I learned how the same question is answered differently, creating a broader picture of leadership. I have learned that leadership plays a critical role in individuals' lives because even we as students need to ensure we accomplish our work on time and submit it to the discussion board. There is nothing unclear because everything was explained and clarified. I followed up on the topics that needed more explanation because the professor provided efficient communication approaches in the classroom, and the discussion board also helped a lot.

I believe I have utilized most of the available approaches to the fullest. This has provided the best experience in the course. I do not think there is a need to introduce another technique that can produce additional valuable information since the system is moving in the right direction. Some of the methods that helped me a lot are the live chats, which provided me with

the best understanding of finishing my assignments. The professor also played a critical role in understanding the leadership topics because I could email the questions and respond efficiently. The professor also responded to the assignment, which made me know where I made mistakes, thanks to all the efforts.

Reference

Johnson, C. E., & Hackman, M. Z. (2018). *Leadership: A communication perspective*. Waveland Press.

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