Takeaways from Leadership Training Activity – January 21, 2026

I. **Oral Communication Activity: The Power of Emphasis.** Sentence: "I need your help." Each group said the sentence four times, emphasizing a different word each time.

What Each Emphasis Communicates:

1. "**I** need your help" highlights personal ownership. Useful when taking responsibility.

2. "I **need** your help" emphasizes urgency and importance. Useful when the request is serious or time-sensitive.

3. "I need **your** help" shows the listener is uniquely valued. Most motivating for volunteers.

4. "I need your **help**" focuses on the task or action needed. Useful for practical clarity.

Conclusion: Which Emphasis Works Best?
"I need **your** help." is generally most effective for volunteers because it demonstrates appreciation and affirms their unique value.

II. Oral Communication Activity: Using Four Tones for Saying "I Need Your Help"

- **Warm & Friendly**
  - Makes people feel valued and welcomed.
  - Encourages cooperation and positive feelings.
  Effect: People are willing and happy to help.

- **Confident & Professional**
  - Communicates clarity and competence.
  - Builds trust and respect.
  Effect: People respond efficiently and seriously.

- **Passive (Hesitant or Unsure)**
  - Can seem unclear or unimportant.
  - May reduce motivation or urgency.
  Effect: Help may be delayed or limited.

- **Demanding (Forceful or Directive)**
  - Creates pressure and resistance.
  - Works only in emergencies.
  Effect: Fast compliance but hurts morale.

Why Tone Matters
Tone shapes how your message is received. It influences willingness to help, trust in the speaker, urgency, emotional response, and long-term cooperation.

Tone Audience Reaction Outcome
1. Warm & Friendly—Positive, happy cooperation
2. Confident & Professional—Respectful, trusting, efficient response
3. Passive Unsure—Hesitant, weak, or delayed support
4. Demanding Pressured—Resistant, quick compliance, poor morale

Important: Your **nonverbal communication** affects how you are perceived. It can reinforce or detract from your message and influence others' reactions.

It's important to display an open and welcoming stance with gaze directed toward your listener and your arms not crossed across your chest.

III. **Email Rewrite Activity:** Each group rewrote a badly written email

Key Takeaways:
- Clarity is a service. Clear emails save time, reduce confusion, and respect volunteers' limited time.
- State the purpose early. Readers should know why they are receiving the email within the first few lines.
- Be specific about the ask. Clear actions, roles, and deadlines lead to better follow-through.
- Tone shapes willingness. How an email sounds affects whether people want to respond.
- Brevity increases action. Shorter, focused emails are more likely to be read and acted on.
- Structure guides attention. Paragraphs, bullets, and white space help readers scan effectively.
- Balance warmth and professionalism. Kindness and clarity should coexist in nonprofit communication.
- Write from the reader's perspective. Anticipate questions and make responding easy.
- Read-aloud reveals problems. Hearing an email exposes tone issues and unclear phrasing.
- Email writing is leadership. Every email models expectations, culture, and respect for others' time.

Conclusion: Clear, respectful emails strengthen relationships, reduce follow-up work, and help the organization fulfill its mission more effectively.