



# Must-have communication and management skills for better business leadership

Issued by [SME South Africa](#)

19 Feb 2019

Did you know that how you communicate with your staff can ultimately make or break a healthy workforce? If effective communication strategies are not in place, it can lead to high staff turnover or worse, bad service for your customers.



Alex Hadfield, SME Sector Lead at [Harambee Youth Employment Accelerator](#), says by making sure your employees know what to do (planning), are motivated to implement (leadership), and by you checking progress, problem solving and providing regular feedback (organising and controlling), can ensure that you delegate and create a healthy workforce with clear deliverables which translates into happy customers.

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