

## ***Leader attentive communication – towards the development of a new questionnaire***

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Background and objectives. Effective communication is a basic foundation of leadership (Riggio, 2013). Since communication may constitute up to 70-80% of a leaders' tasks, it seems important to know how to do this well (Wajcman & Rose, 2011). Furthermore, the rise of multitasking, associated with performance drops (Adler & Benbunan-Fich, 2012) and burnout (Pikos, 2017), is a threat to the effectivity of communication. Since mindfulness decreases multitasking (Levy et al., 2012), the application to the communication process is an interesting research avenue. In order to investigate this further, we propose a new concept, i.e. leader attentive communication: "a non-judgmental, attentive attitude while in a conversation with an employee". This can be seen as a mindfulness application in a very specific context; instead of focusing on the content or form of the communication, we will measure the process of paying attention to an employee while communicating. Moreover, since research has indicated that it is the employee's perception of their leaders that influences employee outcomes (Kopperud et al., 2014), leader attentive communication will be measured from the perspective of the employee.

Method and preliminary results. For the development of the initial item pool, we looked into two research streams with their own questionnaires (i.e. mindfulness and nonverbal communication). Only 4 items were sufficiently detailed to capture the proposed construct. More items were generated, reviewed by experts and scored by a leader panel on observability and relevance. A consensus was found for a 16-item questionnaire. As a next step, results from two validation studies will be analyzed following guidelines from Mackenzie et al. (2011), after which an experiment will be conducted following the protocol of Boies et al. (2015).

Conclusion. With this new scale, we will be able to measure more accurately whether trait mindfulness or rather an application, (leader) attentive communication, exerts its influence on employees. The knowledge about basic building blocks of communication is not only relevant for the development of better theories about leadership, but also for practical interventions (Antonakis et al., 2011). With this questionnaire, in-depth feedback may be provided to leaders on how employees perceive their communication behavior.