

# “Languaging” Lessons for Leadership

Word choice drives effective communication both internal (with yourself) and external (with others). “Languaging” is about making that word choice. Communication is basically about what the listener (either you or others) “feels” about what they hear. Effective leaders study word use to maximize the effectiveness of their messages.

A spoken word or phrase translates in the mind of the listener into pictures containing emotional responses based on previous interpersonal experiences. Many of us share words and phrases which have taught us to DEFEND ourselves and usually cause us not to listen effectively. By changing the words we can often improve the receptivity of our messages.

## Here is a short list of emotionally charged words to consider:

WORD	REPLACE WITH
Don't	- DO.....
Fail, Failed, Failing	- Learning experience
I'll Try	-Depend on it
Problem	- opportunity, situation, challenge
Change	- Improve, modify, build, rethink
But	- AND
Yes, BUT	- yes, and..., Would you consider

Can't - It scares me or use “can't yet.”

Wrong - different, interesting, consider.....

That's Bad - Uncomfortable, unsettling

Should Have - Next time consider

Bored - need to make a different choice

No! -Oh, no thank you. Not now. Consider

## Phrases to consider improving:

I Hate -

We'll see -

Let's deal with this later

We tried that already

It's too complicated

It will never work

Why did you?

The Problem IS

My BAD

That's stupid

They said

You said

What were you thinking

## Add words and phrases of your own:

Let's discuss alternatives to these that will help your group work together.