

Language of Leadership

If the meaning of a communication is the response it gets, how can you ensure your language enables you to inspire and enable?

Leadership is about inspiring and motivating not giving instruction.

If we want to inspire great performance or enable people to become effective team players how do we know that what we are communicating is facilitating this behavior?

At Act Positive we help leaders understand both their favoured communication style and that of the people they work with to enable more effective communication.

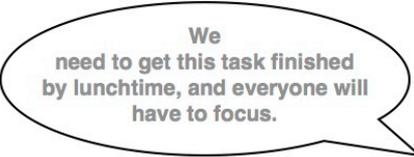
Firstly we ask people to begin to take notice of their language, what terms do you use habitually, what are the words that you make use of in different conversations. Be aware you may have different styles of communication at home and at work.

Being aware of your language will help you to plot where you may be on the continuums below.

Try This!

General  **Specific**

Move towards  **Move away from** 

Possibility  **Necessity**

These are three continuums of behaviour and by understanding where we, and the people we work with, are on these continuums an lead to better understanding and motivation.

Let us take each of these three pairs of terms and look at each in a little more detail.

People who are “General” are usually concerned with the big picture. They like to think about overall aims and what they want to gain as opposed to the details. They probably don’t like making firm plans.

People who are “Specific” are more concerned by the details. They like to make concrete plans and think through each aspect of a project.

The next pair “move towards” and “move away from” give us an insight into how people think about their direction. If you are planning a holiday with friends the ones who say yes, I’m happy with that choice, I would like to go there are generally people who move towards things they would like to do. Friends who say, I’m not sure about that resort, I think it would be a bit too hot for me there, have you heard about the mosquitos?, are move away from people who are motivated by staying safe, and avoiding things they won’t enjoy.

The final pair are concerned with