

10 ways to talk like a manager

Do you want your direct reports to be positive team players? Then think carefully about how you talk to them. Sometimes even a slight difference in your speech can send the important message that “we’re all in this together.”

| Instead of ... | Try ... |
|------------------------------|---------------------------------------|
| I | We |
| You need to fix this. | Let’s figure out how to fix this. |
| What are you going to do | What do you think we should do? |
| Who’s responsible for this? | What is the best way to resolve this? |
| You’re doing it wrong. | Have you tried this approach? |
| I wouldn’t do that. | Help me understand your thinking. |
| That’s not good enough. | We need to do better. |
| Do you need help? | How can I help? |
| I don’t think you should ... | Why don’t we try ... |
| It’s about time. | Well done! Thank you. |