**Effective Phrases for Leaders**

|  |  |
| --- | --- |
| **Powerful Phrases** | **Demonstrates** |
| I’m sorry. | Awareness & Responsibility |
| Please, tell me more. | Interest & Listening skills |
| I’m proud of you. | Value individuals |
| What is working well for you? | Positive focus |
| How can I help? | Value and caring |
| What are your goals? | Concern for person & team |
| What seems to bug others the most? | Trust in person’s opinion |
| You have my full support. | Confidence & trust |
| I’m proud to work with you because... | Appreciation & teamwork |
| What could I do to become a better leader? | Confidence & trust |
| What has been bothering you? | Empathy & caring |
| How can we improve? | Confidence & trust |
| What are our customers saying? | Awareness, dedication |
| What else? | Interest & teamwork |
|  |  |
|  |  |
|  |  |
|  |  |