

DEFAULT TO QUESTIONS, NOT STATEMENTS



Changing a few words
can alter a conversation
and a person's willingness
to listen and cooperate.

Words matter.

The words you choose impact the effectiveness of your communication and can either build up or damage your relationships.



Example situation:

An employee on your team has sent emails a few times when you believe a phone call or face-to-face conversation would have been better.



Possible responses:

Choice #1: "Would you agree that sometimes you tend to rely on email for certain situations when it may be more appropriate to have actual discussions?"



Choice #2: "I noticed you tend to rely on email when it would be more appropriate to have an actual discussion."



How to choose?

There are **four key differences** in these communication choices.



Difference #1



Choice #1 is a **question** and leads with **curiosity**.



Choice #2 is a **statement** that leads with **criticism** and **judgment**.



Difference #2



Choice #1 begins with the phrase "**Would you agree...**" which allows the person to **share their point of view** and **identify misunderstandings**.



Choice #2 begins with the phrase "**I noticed you tend to...**" which is an **assessment of the facts** and **can create conflict**.



Difference #3



Choice #1 includes the words "**sometimes**" and "**certain situations**", implying the behavior **isn't happening 100% of the time**.



Choice #2 presents the behavior as an **absolute in all situations**, which can often **create defensiveness**.



Difference #4



Choice #1 uses the phrase "**may be more appropriate**", which **allows room for dialogue** and **isn't judgmental**.



Choice #2 uses the phrase "**when it would be more appropriate**", which is **your value and belief system** and **only allows for one point of view**.

MindsetGo develops confident and effective communicators. We believe this is created by having the right mindset, demonstrating communication intelligence, and modeling emotional agility.

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