



# MEASURING & EVALUATING YOUR WORDS AS A LEADER



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As a leader, the words you choose and the way you deliver them can have profound effects on your team. Here's how you can measure and evaluate the impact of your words:

**Lead by Example:** You are responsible for setting the tone of the company culture. Be the role model for your team. If you avoid gossip and politics, your team is more likely to follow suit.

- **Refrain from getting involved** in personal disputes or dramas
- **Address Issues Head-On:** If you're aware of potential problems or conflicts, address them directly and transparently before they become fodder for gossip.
- **Encourage Direct Communication:** If someone brings up a concern about another colleague, encourage them to speak directly to that person. This can prevent misunderstandings and minimize the spread of rumors.

**Self-awareness:** Reflect on your intent before speaking by:

- **Recognizing your emotional state.** Are you going into the conversation with your own frustrations or anger, or are you speaking from a place of calm and clarity?



**Limit Emotional Overinvolvement:** While empathy is a strength, it is important for a leader to maintain a certain level of emotional detachment to make objective decisions:

- **Provide support**, and Acknowledge Emotions, But Don't Dwell: It's okay to acknowledge emotions in the workplace (yours or others), but avoid prolonged emotional discussions that aren't relevant to the professional setting.
- **Stay Neutral:** If you find yourself in the middle of a political situation, remain neutral. Don't take sides, and base your decisions on facts, not personal feelings or alliances.
- **Avoid Making Decisions in the Heat of the Moment:** If you're feeling particularly emotional, whether due to anger, frustration, or even excessive excitement, delay important decisions until you can view the situation more objectively.

### **Self-Reflection:**

- **Regularly journal or make notes** about critical conversations. Reflect on what went well and what could be improved.
- **Regularly check in with yourself.** Recognize when emotions might be clouding your judgment and take steps to recalibrate.
- **Regularly reflect on your own behavior.** Are there actions or words of yours that could be perceived as contributing to workplace politics or gossip?

### **Outcomes and Results:**

- **Observe** if your words lead to positive actions and results.