

Session #3: Management Communications

Objectives:

- Understand the importance and breadth of your communication as a manager.
- Learn specific leadership language strategies.
- Build communication skills related to listening.
- Explore communication methods and impacts.
- Understand key components of effective meetings.

Understanding Leadership Language – Declarations and Requests

Concept:

The language of a leader is important and is impactful in many ways. A leader needs to be thoughtful and purposeful in their language choices. There are Speech Acts that help us “categorize” types of leadership language. Two that help with leadership communications are Declarations and Requests.

Declarations

Declarations are **statements that create a future**. They are definitive statements about what will be. They define new actions that are expected to lead to new results.

Request

A request is asking someone to do something. Requests lead to commitments and agreements. Requests are speech acts that involve other people in conversation. Requests **coordinate future actions**, versus declarations that seek to create the future. Requests are working to coordinate actions into future being.

Anatomy of a Request:

1. A speaker and a listener.
2. A shared understanding of the request being made.
3. A time by which the request must be fulfilled.
4. Clear conditions of satisfaction.

Class Activity: During class, participants were asked to reflect on Declarations and Requests. They explored the differences between the two leadership languages, when they would use one language versus another and reflected upon which language they use more often.

Sponsor Follow-up: To continue the learning, please ask the participant a few of the questions below around this topic.

- What are the key differences between declarations and requests?
- As a leader, when do you want to make a declaration? A request?
- Do you find you make more declarations or requests?
- What is a declaration that would be helpful for you to make?