

Speak like a Great Manager



“What do YOU think?”

Ask for employees' insights frequently

“Where do you want to be in 5 years?”

Invest in their career goals and success

“We'll get through this together”

Ensure they know you've got their back

“Your feedback was spot on”

Solicit feedback, act on it, and share that you did

“Here's why I made that decision”

Make the tough calls and then explain them

“What would make that easier?”

Look for ways to remove roadblocks

“Take some time off - you've earned it”

Recognise and reward extra hard work

“I love that you took a risk. What did you learn?”

Normalise risk-taking, learning, and growth

“Do you have enough direction to set with this?”

Ask for expectations and ensure they've landed

“Will you lead that for us?”

Delegate and empower employees to step up, showing you trust them

“I won't be on email while I'm gone”

Role model balance - in talk and action

“How can your kids support you?”

Care about employees' lives outside work

“How can I better support you?”

Ask for feedback on your leadership

“You all rocked it”

Praise the team often and leave yourself out of it

“Next time, try...”

Give real feedback, but make it forward-looking and actionable

“You doing okay?”

Be kind: Recognise when things are off and listen

“I'll be quiet now”

Talk less and listen more

“Thank you”

Show gratitude often

“I messed up”

Role model ownership

