



Change your vocabulary to lead with confidence

Phrases and words to avoid.	Why this phrase or word dilutes confidence.	Instead, use words and a mindset that promotes confidence.
<p>I hate to bother you, but</p> <p><i>"I hate to bother you, but, do you have time to discuss my career path?"</i></p>	<p>Leading with, "I hate to bother you, but" phrase immediately puts the other person in complete control by giving away your power.</p>	<p>Say: <i>"When you have a minute, I would like to discuss my career path with you."</i></p> <p>Mindset: Accept that what you have to say is important. Your time is just as valuable as someone else's</p>
<p>I'm worried</p> <p><i>"I'm really worried about the direction of this project."</i></p>	<p>When you express worry, it shows that you fear a negative outcome and that you may be over-thinking it.</p>	<p>Say: <i>"I have some concerns about the direction of this project."</i></p> <p>Mindset: Focus on the solution, not the problem.</p>
<p>I'll do it</p> <p><i>"Yes, I'll do it, I guess I can host the party at my house."</i></p>	<p>Volunteering for everything from car-pooling the kids, to getting coffee, to taking notes at meetings designates you as the low person on the totem pole. It also positions you to easily be taken advantage of and can dilute your credibility when you over promise and under perform.</p>	<p>Say: <i>"I would love to host the party at my house, unfortunately, I have other commitments at this time."</i></p> <p>Mindset: Be a team player, but chose what you commit to carefully. Only volunteer for things that you are passionate about and aligned with your personal and professional goals. Doing one thing well is better than being half committed to 10 things.</p>
<p>I just</p> <p><i>"I just can't figure out this problem."</i></p>	<p>When you use "just" as a filler, it diminishes what you think and say.</p>	<p>Say: <i>"With a little research and time, I'm sure I can come up with a solution."</i></p> <p>Mindset: State your suggestion, idea, or concern with confidence versus diminishing it and yourself.</p>
<p>If it's OK, would you mind</p> <p><i>"If it's OK, would you mind if I stop by your office to go over this project?"</i></p>	<p>Asking permission to make a request of someone immediately reduces the importance of what it is that you are asking. It gives the recipient the option of saying, "No, it's not OK," or "Yes, I do mind."</p>	<p>Say: <i>"When you have a moment, let me know so I can stop by to go over this project."</i></p> <p>Mindset: Be authoritative when you make a reasonable request. Never use an inferior tone that suggests you are begging for assistance.</p>

<p>I believe, think, feel that</p> <p><i>"I just feel like this is an important part of the plan."</i></p>	<p>When "believe, think, and feel" are used separately or together, these filler words dilute your decision or opinion.</p>	<p>Say: <i>"This is an important part of the plan."</i></p> <p>Mindset: Stand by your conviction and support it with concrete statements.</p>
<p>Can't and Won't</p> <p><i>"I can't fix that, I have no idea where to start."</i></p> <p><i>"I won't be able to do that."</i></p>	<p>When you conclude in your mind that a process, project, or you will fail, that is exactly what will happen. Using the word "won't" assumes failure.</p>	<p>Say: <i>"I will do some research and see if I can find a resource to help fix the issue."</i></p> <p><i>"I have never done this before, but will give it a try."</i></p> <p>Mindset: Open your belief to the real probability of success. When you lead with the positive good results naturally builds confidence.</p>
<p>Confused</p> <p><i>"I'm confused about what my role is with this project and what is expected of me."</i></p>	<p>When you are confused, you can't be successful because you are not clear on what is being asked or the direction.</p>	<p>Say: <i>"Can you clarify my role on this project and what your expectations are of me?"</i></p> <p>Mindset: Ask clear, direct questions to get to a place of understanding.</p>
<p>Impossible</p> <p><i>"What you are asking of my department is impossible; it has never been done before."</i></p>	<p>The word "impossible" sets the stage for failure. It combines the defeatism of "won't" and the status quo of "usually" to firmly lock the door to new successes. The stronger the feeling that is attached to a word, the less positive things will happen in your life.</p>	<p>Say: <i>"My department has never done this before, but I'm sure with a little time and research we could come up with a solution."</i></p> <p>Mindset: Drop the word impossible from your vocabulary. Use positive phrases such as, "it's possible" or "yes, it can be done!"</p>
<p>Likely</p> <p><i>"I will likely be at the meeting."</i></p>	<p>"Likely" is an ambivalent term, similar to "might" but with a higher probability of happening. It can be interpreted as uncertain, uncommitted and shows a lack of effort or motivation to make it a sure thing.</p>	<p>Say: <i>"I will be at the meeting."</i> Or, <i>"I will not be at the meeting."</i></p> <p>Mindset: Ask yourself what is giving you doubts and address them one by one. Remove those doubts and make a definite decision, either way.</p>
<p>Might</p> <p><i>"I might meet you tomorrow at the gym."</i></p>	<p>"Might" is an ambivalent word that shows a lack of intention and direction. Using "might" can result in tasks left undone because it gives the appearance that you don't care.</p>	<p>Say: <i>"Yes I will meet you at the gym."</i> Or, <i>"No, I can't meet you at the gym tomorrow."</i></p> <p>Mindset: Be decisive with a "yes" or "no."</p>