

## Say It Like a Boss

### INSTEAD OF . . .

### TRY . . .

You always dump things on me last minute.



I feel overwhelmed when you ask for materials three hours before the deadline.

Yes, I can do that!



I hear this is important. Let's look at my priorities and see what can shift or be eliminated.

Could you please cover the meeting?



I need you to cover the meeting.

Would it be okay to move forward?



I'll move forward unless otherwise specified.

Just wanted to check in.



I'd like an update by the end of the day.

Ugh, I'm so sorry for missing that!



Nice catch! Thank you for spotting that.

Hopefully this makes sense?



What questions do you have?

I'm rambling again.



I'm a verbal processor and appreciate you letting me talk this through.

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### Strategy in Action: Katherine

In our next coaching session, Katherine and I strategized how she could assertively deliver feedback to Mark in his performance review using the Communication Trifecta. But before we talked tactics, we needed to address her mindset. At first, Katherine was concerned that criticizing Mark would lead him to retaliate by underperforming, but through our discussion she came to understand that withholding the feedback would be worse and would actually be unfair to Mark. She hadn't been clear before about her expectations and the potential consequences, and she knew that if she didn't tell him now and if he didn't change his behavior, it would negatively impact the whole team.