

# TOP 10 PHRASES EVERY LEADER SHOULD USE:

1. Thank you.

2. I appreciate  
you.

3. I expect...

4. What am I  
missing?

5. What I'm  
hearing you say  
is...

6. Say more about  
that.

7. My intent is...  
My intent is not...

8. What is your  
understanding of  
the expectations?

9. Let me be clear.

10. That is not okay.

