

# Workplace Communication Language Quiz Result

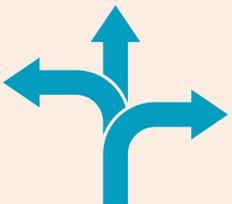
You Speak the Language of

**CONSEQUENCE**



## **What You Value:**

Accuracy and quality. Making sure everything is done correctly the first time.



## **How You Make Decisions:**

You're forward-looking and proactive when it comes to making decisions and rely on identifying potential problems.

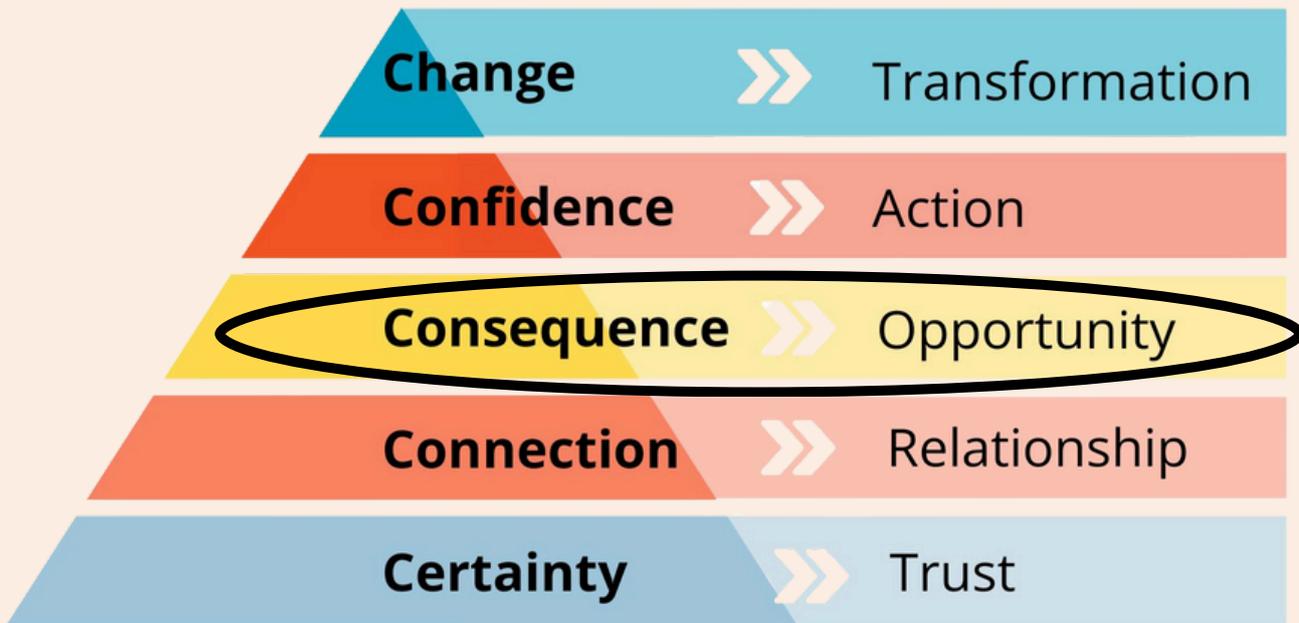


## **How You Communicate:**

You communicate thoroughly, laying out all the details and ensuring all risks are considered before moving forward.



# Your Speak to Lead E-book Excerpt



## Workplace Communication Language: CONSEQUENCE

- Forward-looking—not from a visionary perspective; rather, they look to mitigate negative consequences.
- Proactive and seek to avoid bad things from happening to good people.
- Look under every rock to ensure something won't go wrong. Get brownie points when you do this on their behalf.
- Are risk-averse and cautious, wanting all their I's dotted and T's crossed.
- People would describe them as detail-oriented, diligent, proactive, discerning, and organized.

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**Your intention  
when speaking  
this language is  
to show  
OPPORTUNITY.**

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# Your Communication Do's and Don'ts

## Language of Consequence

### Communication Do's

1. **Do** set a clear and detailed timetable on what they can expect and by when, and make sure you stick to them.
2. **Do** know that the devil is in the detail. They will lean on order and regulation. They want to follow the rules.
3. **Do** address any objections in advance, before they even ask.
4. **Do** highlight the negative consequences they will avoid or prevent if they decide to adopt your idea or solution.
5. **Do** offer ideas and suggestions on how they can mitigate any negative outcome.

### Communication Don'ts

1. **Don't** make mistakes, or at least do your best to avoid them. They rely on accuracy and order.
2. **Don't** miss a deadline. If you do, be proactive and let them know in advance you won't be delivering their request in the committed timeframe.
3. **Don't** avoid or hide the truth, especially when things don't go as planned.
4. **Don't** forget or go light on the details. Always keep them in the loop because the more they know the more confidence they have.
5. **Don't** gloss over potential risks or what may go wrong. They want to know them and have a plan to address them.



# How You Best Add Value at Work

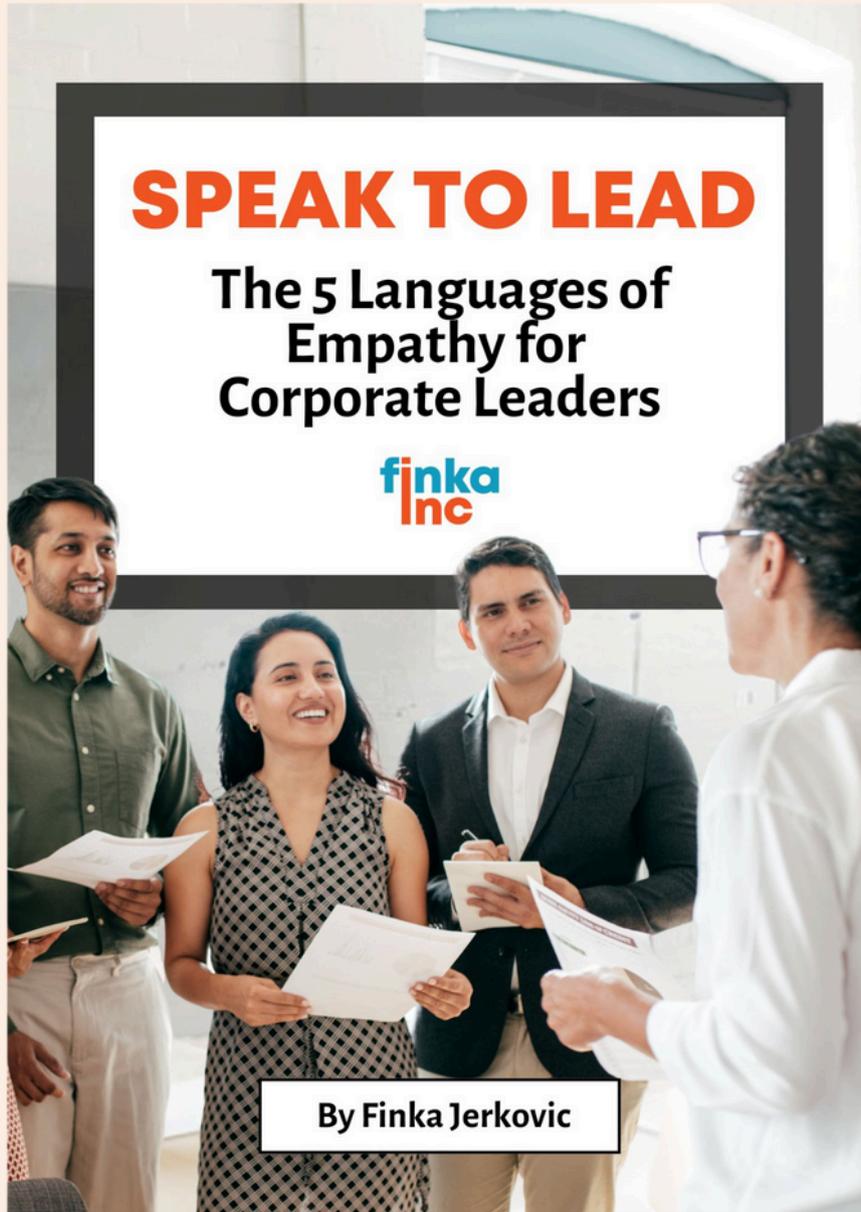
When your colleagues speak the Language of Consequence, they want to avoid problems and challenges. However, this avoidance can create more problems for them as they get caught up in all the details, micro-managing to have more control. Striving to create the perfect solution holds them back from having any solution at all. They don't want to make a mistake and fear getting it wrong so much that they don't decide at all. Not making a decision is a decision too.

The highest value you can offer is to be proactive and provide them with a precise, detailed analysis of what may not go as planned and how it can be addressed. They are cautious, risk-averse, and put careful thought in before making a decision. Craft a pro-con list and give them time to contemplate their options. You're helping them make accurate, ideal, and high-quality decisions that will help them solve their problems, achieve their goals, honor a need, or fulfill a dream.

Using the Language of Consequence, you're giving them a defensive position and an objective plan to move forward.



# Download the Speak to Lead E-book



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