

COMMUNICATION 15

This Communication article requires that we turn our attention to “Love.” Comments, songs, and the probable truth are, “Love is all that matters—especially at Christmas.” Yes—as they say—love makes the world go around! And—Somebody, too, will love you if no one loves you now!—so the song says! Love comes in many forms—self-love, romantic love, and unconditional love for others. Each has its expectations of performance—not just verbal communication to self or others.

Christians (and many other sects and religions) are reminded to “Love Thy Neighbor As Thyself” and “Do Until Others As You Would Have Others Do Unto You.” Love is patient, kind, trusting, recognizing positive behaviors, providing a “thank you” for supportive behaviors, and supporting the maintenance and success of positive organizational groups. Love is not keeping a score of wrongs when a person is attempting to do what is right, being envious, boastful, dishonoring, self-serving, or easily angered. From the four letters of “Love” comes an overwhelming expectation of positive behavior and thoughts that will never fail the leader.

The brain of a person on cocaine experiences a feeling of pleasure, the same as the brain of someone who feels they are in romantic love. The Greeks feared love as a “mental disease” and called the person experiencing love to be “lovesick.”

Dr. Gary Chafman’s book called 5 Love Languages identifies how people give and receive love in its many forms. These are Words of Affirmation, Physical Touch, Acts of Service, Gifts, and Quality Time. Marriage (arranged or self-determined) may not necessarily have to do with romantic love—however, for romantic love to exist, he claims that there must be a shared and similar behavioral connection.

A leader must have the ability/capacity to love. That is, leaders must love to serve others, love the work/mission they are assigned or have accepted, love the people they attempt to lead, and love their inspiration and motives that spur positive emotions as they lead others. When leaders love employees, they communicate with job descriptions that deter job failure, mentor employee expectations, and respect that not all employees succeed at expected levels but need encouragement and guidance. Perhaps we can say that leadership success requires leaders to be able to love employees and realize the human imperfections of humankind. This realization requires an effort to love the good that each employee brings to the work setting and accepts and performs the kindness needed to project the calming influence of love on every employee.

Saying the word “love” to an employee regarding the successful perfection of an employment task or show of job description compliance provides a sense of pride and accomplishment for the employee. The magic words—“I love the way you”-----then continue by saying what is loved about the completion of a task or performance of expected behaviors. Know the positive affirmation in the word “love”—a similar declaration is also in the word “Yes” but with a more personal meaning. This ability and willingness to practice and teach loving leadership techniques reinforce leadership success. As leaders, just verbal and behavioral communication is not enough—knowing and intellectually choosing an affectionate and supportive leadership behavior promotes positive and desirable leadership success.

As a leader, you have been given on this weekly site (Leadership Corner) fifteen 600-word documents on leadership communication techniques. It provides you, as a leader, the opportunity to remind and teach your staff, students, or associates specific communication techniques that enhance their leadership role and provide a means of better and more understandable communication.

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