

COMMUNICATION 14

Being the last article in the series on Communication, it is fitting that we turn our attention to “love”. Comments, songs, and the probable truth is that “Love is all that matters.” Yes—like they say—love makes the world go around! And--Somebody, too, will love you, if no one loves you now. From something simple there is a progression to something quite complicated—love!

Love comes in many forms—including self-love, romantic love, and unconditional love. Each has its own expectations of performance—not just verbal communication to self or others. There is also a biblical goodness as we are reminded that love is patient, kind, not envious, not ill mannered, not selfish, rejoices in truth, protects, trusts, and perseveres. Love never fails.

The brain of a person who is on cocaine looks the same as the brain of a person who is feeling they are in love. In other words—Love is a drug. It should seem quite simple; however, the Greeks feared this as a “mental disease” or being “lovesick.”

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

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

Saying the word “love” to an employee when it comes to successful perfection of an employment task or show of ability provides a sense of pride and accomplishment for the employee. The magic words—“I love the way you”-----then say what is loved about the completion of a task or performance of expected behaviors. Know the positive affirmation in the word “love”—the similar affirmation is also in the word “Yes” but with a more personal meaning.

In closing: As a leader you have been given fourteen 600-word documents on the topic of communication techniques. It provides you, as a leader, the opportunity to share with your staff, students, or associates specific communication techniques that enhance (or futuristically will enhance) their ability to increase their ability to successfully encourage and personally meet job description expectations and enhance their overall personal positive outcomes with others. Teaching incremental communication and application approaches is a good technique—teaching and then discussing outcomes of the practicing communication acts with loving kindness with employees can be outstanding. The increased learning comes when a technique is used by a leader for demonstration

purposes. This ability and willingness to teach loving leadership techniques reinforces that choice of words and behaviors are enhanced when a sense of love and concern is projected by leaders. As leaders, just “doing verbal and behavioral communication” is not enough—but knowing and intellectually choosing a selective loving communication behavior is desirable!