POWERFUL WORDS FOR AN EMPLOYEE

by: Josie T. Oliveria, Administrative Aide IV
Department of Education - Division of Bataan

Being an employee of an organization like the Department of Education, or any other office, we must always be equipped with powerful words, and these words are applicable whatever position one is holding. These words are powerful in the sense that they can heal hurt feelings, creates good feelings and inspire an employee from the start up to the end of the day, since these can create goodwill and good feelings among clients and employees and co-workers.

These two powerful words are familiar to everyone, however, many don’t care to integrate them with their daily speech or conversation with others not for anything else, but awareness to their power. Many of us have eaten in different fast food chains. Their main concern is to enter the eatery, order their food after eating they go to where ever destination they are scheduled to go. But did they hear the words spoken by the guard upon entering and leaving the eatery? Did they reply positively or just ignore whatever the person assigned in the entrance said? In an office actual scenario,” Powerful words like “Please sit down,” ‘Sorry ma’am/sir we may not immediately act on your request for the moment, but tomorrow the same time, this will be available.” What can we do for you Ma’am/Sir?” “Thank You, ma’am/sir.” These are but a few powerful and magical words, one must remember in dealing with clients at the same time clients must also remember to use these magical words in every time possible.

But words of caution, these words must be sincerely said, most clients can perceive the sincerity of the employees in saying these words. When we utter some offending or hurtful words to somebody, don’t hesitate to utter the words” I’m sorry”. All strife or heartaches will be surely healed, and friendship or client-employee relationships will be restored. The clients on the other hand must not forget to say “please” when requesting for something.

Kind statements are not only pleasing to the ears but most importantly, they create magic. Most of our clients are already laden with so many concerns and challenges, it will be soothing to their feelings if they will be served with good and kind words. If we cannot help our clients in other forms, why not be appreciative, grateful. And regretful to bad things we have done. Who knows? The person that you have hurt, will be the person that will possibly help you some other time. Remember the words of Boyd, a writer. “Things turn out best for people who make the best.” Don’t forget the powerful and magical words” Please,” Thank You,” ”I Am Sorry,” and “Welcome.” Your world will be peaceful.

Reference: