Sarah Simpson

# A Guide to Management 'Speak'

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*"Half the world is composed of people who have something to say and can't and the other half who have nothing to say and keep on saying it"*

– Robert Frost

# 1   INTRODUCTION

Would you like to take a walk across the thought tarmac, past the lipstick wearing pig before running up the blue sky flagpole and resting on the deck chairs?!

Conversely, would you prefer just to tell me what your ideas are and we can see what everyone thinks?

Or, I know its a big ask but we need to undertake a multiplicative collaboration on board the solutions train without being too vanilla!

In other words, if we work together we can come up with some creative solutions?

These are just two examples of how inappropriate language becomes a barrier to effective communication.

So, how does management speak and jargon make you feel?

- Annoyed
- Amused
- Confused
- Irritated
- Excluded
- Distrustful

At very best this style of language is amusing but alongside arriving late, spreading illness and excessive gossiping it is one of the most irritating workplace habits employees describe.

It can clearly be less than funny when it is used to cover up inadequacy, attempts to confuse and alienates part of the workplace. This is of particular concern when you have a range of primary first languages or you do business in a global or international setting.

This book aims to:

- Define what management speak is
- Explains why people use it and
- Lists and translates 175 of the 'best' phrases out there

# 2   DEFINITION

Management speak is described as:

i) *"words and expansions that are used by managers and in management theory, but may not be understood by ordinary people"*
Cambridge Dictionaries Online

ii) *"the vocabulary and communication style of business managers"*
www.dictionaryreference.com

iii) *"implying the use of long, complicated, or obscure words, abbreviations, euphemism and acronyms"*
Wikipedia

Management speak may also be known or described as:

• Corporate jargon
• Corporate lingo
• Workplace jargon
• Management jargon
• Business speak

Plus a whole host of other words which would need censoring if I was to write them down!

Needless to say this type of workplace language is not always appreciated and well received. Indeed, it is often the source of; loss of credibility, ridicule and the odd game of management speak bingo!

It is often thought of as being a distraction or something to make a joke of but there is a serious side to this especially jargon gets in the way or covers up incompetence or prevents real business or communication from taking place.

Investors in people have described the use of this language as *"damaging"* to business and 2/3 rds of offices describe it as a *"pointless irritation".* On a more serious note as organizations become and are encouraged to 'go global' the need to interpret, recognize and remove unnecessary language becomes ever more crucial. This is especially so if you consider the warning by the likes of the Campaign for Plain English that it "*acts as a barrier to procuring new business".*

I always explain to my delegates and students the importance of using language that is appropriate and that there is no need to use 20 words when 1 will do. However, in the world of managers the existence of 'management speak' often appears to contradict this philosophy.

# 3   WHY USE IT?

Having been a manager and seen the use jargon in action, I think there are several reasons people adopt this style of language and communication:

- Mirroring what others do
- Attempting to 'baffle' people with language, terms and buzzwords they may not understand (especially if they think no one will ask them to explain)
- They think it's what they should do and it's what's expected
- They are concealing their lack of knowledge or don't have something useful to say
- It's a way of saying a lot without actually saying or committing to anything
- It's just lazy and negates you having to come up with real ideas and contributions
- It is not conscious, but rather this language 'slips in' over time
- It is something to 'hide behind' when topics or discussions are hard or emotional. So baffling people with words and covering up what you really need to say is the safer, easier option

# 4  EXAMPLES & TRANSLATION

Clearly some business jargon is helpful especially in sectors where abbreviations are common place. The important factor is that they should convey a message that everyone understands and that adds to the conversation. For the purpose of this book I have concentrated on the phrases '*everyone loves to hate*' or to use a phrase of my own…'*Management Marmite*'!

Below I have listed and translated 175 of the 'best' management speak words and phrases. I hope you find them entertaining, informative and conversation starting.

### 1. A big ask

Asking someone to do something which they may find challenging or may cause them some inconvenience

It is also used when you want someone to do something and need to make them feel that they will be doing you a huge favor – *"It's a big ask but could you help me with this report"*

Friends of the Earth use this as their climate change message – *"I know its a big ask, but can you stop climate change"*?

### 2. Agile working

This is often used to describe flexible or new ways of working and organizations that can rapidly adapt to changes in their circumstances

Bringing people, technology, processes and services together in order to increase effectiveness and efficiency

In this respect it is often used when talking about 'hot desking' or 'home working'

Organizations often link this way of working with an 'agile agenda'

In today's economic climate which is characterized by unpredictable, rapid and large scale change, agile or flexible working is seen as essential

### 3. All hands meeting

A meeting where everyone is expected to attend without exception. It is thought to come from the old seafaring saying 'all hands on deck'

**4. Are you on the solutions train**

Have you got any ideas?

We need to think about solutions and not just keep restating the problem

To be creative and innovative in problem solving

**5. Art of the possible**

This phrase was used by Otto Von Bismarck (1815–1898) – *"Politics is the art of the possible, the attainable – the art of the next best"*.

There are therefore two ways of interpreting this phrase:

- we should achieve what is possible and not waste time on that which appears impossible
- it expresses the need for realism and compromise

This phrase could therefore be likened to 'glass half full or half empty'

In the context it is used in the workplace it means taking a positive viewpoint and approach

**6. At the end of the day**

A literal translation would suggest that this is when your work or waking day ends – *"I will have a decision for you by the end of the day"*

Other translations are:

- When you have considered all your other options – *"At the end of the day the only thing we can do is extend the project scope"*
- Something you say before you state your most important conclusion or summary – *"Yes, we didn't win that contract but at the end of the day everyone did their best and we got some new contacts"*

It is often seen as an annoying closure when you are trying to add more weight to your opinion

**7. Bake a results cake**

Bring together all the services, resources and departments you need in order to produce a service or product

Defining the 'ingredients' you need to achieve success

**8. Bandwidth**

Often used as a way of saying no because you don't have enough; time, capability, will or resources to do something – *"I don't have enough bandwidth to do that"*

**9. Bat the monkey back**

Pass your problem onto someone else to stop it being your responsibility

**10. Belt and braces**

Historically this comes from having two methods of holding your trousers up!

In todays business environment a 'belt and braces approach' means to have thought of and planned for all risks and potential problems, so if one contingency fails you have a second as back up

**11. Best of breed**

Being the best – hence the alternative phrase 'best in class'

Challenging your organization or department to be the best they can be

**12. Best practice**

What a company does that shows better results than anything else. It is therefore used to describe a 'gold standard' or benchmark

These practices often result in quality improvement and/or rewards i.e ISO9000

**13. Blamestorming**

Unlike brainstorming (or thought showers) where everyone contributes their ideas, during blamestorming everyone says who or what they think is at fault or to blame. This is clearly a sensitive conversation and can often be incredibly unproductive or decisive if handled badly

### 14. Blue sky thinking

Considering all options without being constrained by day-to-day reality

To some people this approach says its ok to be overly optimistic and unrealistic. Others think it describes being unrestrictive, free thinking, creative and innovative

### 15. Boil the ocean

Trying to do something which is outside or too general in scope and for which you do not have the capacity to achieve

A unrealistic goal

### 16. Bottom fishing

Doing something that other organizations don't want to do

Buying low value stock

Trawling round for low value contracts

### 17. Boxing clever

Opening yourself up to the possibility of using your resources in a different way

Thinking in an inventive way

### 18. Bring it to the table

What can you contribute to the discussion, process or service

### 19. Can do culture

Adopting an optimistic outlook which results in a willingness to 'get stuck in' and get the job done

Can do people are; enthusiastic, efficient and purposeful

**20. Can I scuba in your tank?**

Can I use your idea or concept?

Can I join in your discussion?

Can I join you in your work area or on this project?

**21. Capture an action**

Recording a decision that has been made

**22. Cascading information**

Passing information on to those that need to know for them to them pass in on to others. Therefore, it is similar to a '*waterfall of information*'

This is reliant on people actually passing on what they should to who they should

**23. Cinderella service**

A poor, neglected or unsuccessful service which may be poorly funded
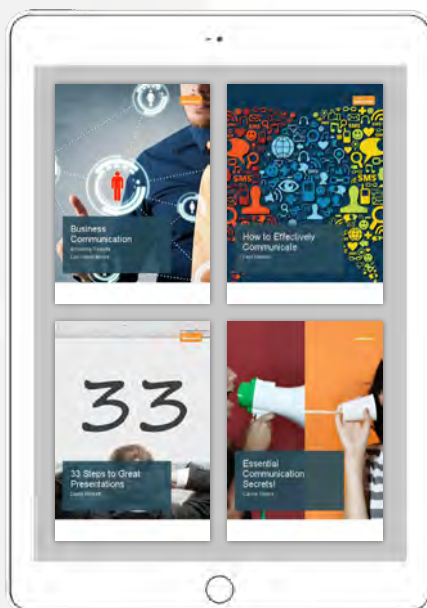
### 24. Circle back

To go back and revisit a discussion or action

To investigate in greater detail

To re-evaluate

### 25. Client data farm

Records storage area

This can describe something as simple as a filing cabinet or a room

### 26. Close of play

A cricketing term which describes the end of the time in which a submission can be made – *"The tender needs to be completed by the close of play today"*

### 27. Cognitive dissonance

The tension caused when we have conflicting thoughts or ideas at the same time

### 28. Connecting the dots

To understand the relationship between different ideas and actions

It comes from children's dot-to-dot puzzles in which you can only see the whole picture when all the dots have been joined together

### 29. Cooking on gas

Progress is fast and on track and everything looks good for success to occur – *"The project is a month ahead of schedule and we are cooking on gas"*

### 30. Create/remove the roadblock

A roadblock is anything that gets in the way of progress. It may be an; attitude, resource, training need, IT issue, language barrier or lack of creativity and innovation

### 31. Cross business unit pollination

Exchanging ideas, resources and staff with other departments for the greater good of the organization

It may also be used for looking outside your own organization and collaborating with complementary business

### 32. Cross fertilization of ideas

An exchange or interaction of ideas and options

### 33. Crunchy and granular

An idea, option or discussion with more substance and detail. It is the opposite of 'vanilla'

### 34. Curve ball

Something which is surprising and unexpected – *"I wasn't expecting that curve ball decision"*

A way to mislead or deceive – *"let's throw them a curve ball to distract them"*

### 35. Customer centricity

Putting the customer at the center of what you do. This can apply to both service and product sectors

It basically means knowing what your costumer wants and providing it

### 36. DATIC

Dropping
Analogy
To
Increase
Credibility

Someone who has very little of substance to say, but seems to be able to speak for a long time using only jargon, metaphor and analogy

### 37. Deep dive

To explore something in depth and detail as opposed to superficially

An alternative phrase would be 'drill down'

### 38. Diagonal slice

An event (usually a meeting) which contains members of all the different teams or departments

A cross section of the organization which makes sure no-one area is left out – "*In order to make sure everyone knows what is going on we need to diagonally slice this*"

### 39. Diarise

Making sure all relevant details and past and planned events have been recorded (in a diary)

### 40. Disbenefits

Thought to be a nicer or more baffling way of saying disadvantage or objectionable. These are things which stakeholders could see as negative

### 41. Dog fooding

The process of getting staff to use their own products. It can be a way of ensuring you can empathize and relate to your customers

### 42. Don't electrify the ocean

Doing something beyond what is necessary / beyond the scope

Overcomplicating things

Attempting to tackle something which is impossible

### 43. Don't let the grass grow too long

Don't wait too long

Don't waste anymore time

### 44. Don't over egg the pudding

Don't ruin a concept, idea or discussion by over-complicating or over-thinking it

**45. Don't sell the steak, just the sizzle**

This phrase is more commonly heard in the sales sector. It means to:

- Focus on the senses and emotions of the buyer as opposed to just the objections
- Appeal to the motivations for buying rather than the physical item

It can also be used to downplay any negative elements of a product or service and concentrate only on the positive

**46. Dovetailing**

Bringing; ideas, elements, projects or services together in a seamless fashion

It is taken from the woodworking or joinery technique of seamlessly joining two pieces of wood together

**47. Draw a line in the sand**

Declaring an end

A point at which you will go no further – "*If we can't get agreement from the client today I am going to draw a line in the sand*"

**48. Drill down**

Getting to the root or main cause of an issue rather than purely looking at the symptoms.

To look throughly rather than superficially

**49. Drink from the fire hydrant**

Taking on board too much information or work

**50. Eat the reality sandwich**

A metaphor that describes the need for a individual to start thinking and expressing theirs views in a logical realistic manner

**51. Eat the elephant**

Breaking down a large task into smaller 'bite sized' chunks. This phrase is often used in project management and there have been many books using this as a title

## 52. End of play

By the end of the day – *"I need that report by the end of play"*

An alternative phrase would be 'close of play'

## 53. Experior

A unnecessary combination of exceptional and superior

## 54. Feed forward

If feedback looks at past events then feedforward looks at future events. This is process whereby people discuss suggestions and strategy for the future

## 55. Fill yourself full of win

Be optimistic not pessimistic

Believe you can succeed

Revel in a job well done

## 56. Foot on the ball

An expression taken from football meaning to take a pause and get control back of a situation

Give yourself thinking time

To consolidate

Re-caping and reassessing

## 57. Gaining traction

Getting acceptance, market share or momentum

## 58. Gerbil tubes

The walkways that connect buildings in large complexes or on campus

**59. Get your ducks in a row**

Getting individuals and departments aligned

Organizing tasks and schedules

To get and be prepared

**60. Give optimism a seat at the table**

Thinking optimistically rather than pessimistically. This phrase is particularly annoying when it is used in conjunction with 'blue sky thinking'

**61. Going forward**

In the future we need to…

From now on we need to…

This can relate to both and long or short term strategy

**62. Grasp the nettle**

To do something which is not going to be well received

To tackle a difficult problem

To confront an unpleasant situation or issue

**63. Heads up**

Giving someone an early warning or notification – "*I just wanted to give you the heads up the boss is looking for you and doesn't look happy*"!

**64. Helicopter view**

To summarize a whole situation or picture of what is happening

It allows you to see everyones position and not just the one you are closest to 'on the ground'

An alternative phrase would be 'high attitude view'

**65. Herding cats in a thunderstorm**

A task which is incredibly challenging

An alternative phrase to describe the same thing would be *'putting socks on an octopus'*

**66. Hero to zero**

A person who goes from doing no wrong and making all the right choices to one who makes mistakes and poor decisions

**67. Hit the ground running**

To have no lead in time and start a task at full pace

To have everything in place to start immediately

Starting your day energized and 'ready for action'

**68. Horizon scanning**

Getting information about emerging PESTLED factors, issues and trends:

- Political
- Economic
- Social
- Technological
- Legal
- Ethical
- Demographic

This information can then be used to develop future strategy

**69. Hot potato**

Something that gets passed around quickly because no one wants it "*the task of organizing the Christmas party was passed around like a hot potato*"

An alternative would be a 'poisoned chalice'

### 70. Idea / thought shower

Often used instead of brainstorming. It is the process of rapid idea generation in which everyone contributes

It can sometime be accompanied by the phrase *"shower me in your thoughts"!*

### 71. I appreciate your steer

Thank you for your help or information

This can also be said sarcastically in which it means the exact opposite

### 72. I'll ping you

I'll send you an email

### 73. Impactful

An unnecessary expansion of impact, meaning to have a big effect on

### 74. In the ballpark

Something that is near or close to what you want

It is often used when describing financial matters especially quotes

### 75. It's a bag of snakes

A situation with many, often unexpected problems

Something which someone doesn't think is worth the risk – *"I don't think we should touch this tender, it looks like a bag of snakes"*

### 76. It's a game of two halves

Taken from the game of football this describes:

- Rapidly changing circumstances
- A change in fortunes
- Just because something has gone wrong well / badly that may not be how it is in the future

**77. It's not rocket science**

It's not difficult to understand or do

This phrase is particularly destructive when it is used to undermine or demean someone – *"Give it here I'll do it myself, I thought this would be easy, its not rocket science you know"!*

**78. It's on my radar**

I am aware that something exists or needs doing and it is on my list

It can also be used as a delay or stalling tactic – *"I'll get back to you asap, it's on my radar to do"*

**79. It's too vanilla**

Something which is too bland and not bold enough

The safe choice

**80. Jargonese**

Speaking using the language of jargon that everyone finds hard to understand

*"Does anyone know what Bill was saying in that meeting"?*

*"No, he was talking jargonese"!*

**81. Joined up thinking**

Adapting a wider approach to stakeholder interest as opposed to a narrow, insular one

Considering the skills and attributes of everyone

Knowing how your actions impact on another

Working without departmental or organizational barriers

**82. Just add water**

Something which is very simple to do

Requiring little or no thought

**83. Keep me in the loop**

Make sure you let me know what is going on

**84. KISS**

Keep it Simple Stupid – *"in order to get your message across you should use the KISS Principle"*
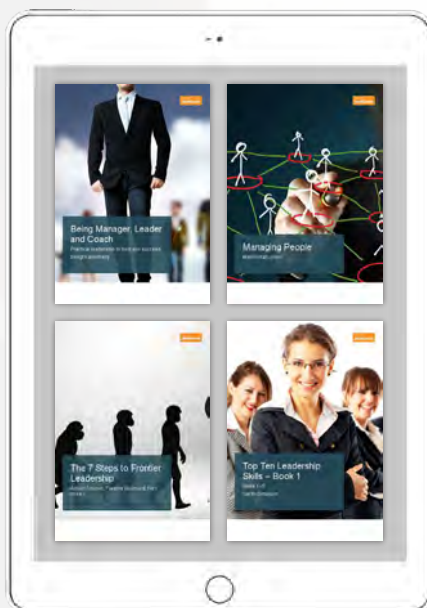
**85. Knife and fork it**

Deal with something piece-by-piece

Break something down into small manageable chunks

**86. Land and expand**

Selling on a small scale to a client and then expanding throughout their organization

Market penetration or a new geographical area or product sector

**87. Launching a thought grenade**

Starting a discussion or conversation

Throwing in something which is off topic which is designed to disrupt or change the debate or conversation

**88. Learning intervention**

Training or development plan or event

**89. Left field**

An unexpected piece of information, comment, observation or action – *"I didn't expect that, it's a bit left field"*

**90. Let go of the balloon**

Launch a service or product

Trial an idea

See if something has support

**91. Lettuce approach**

Weak, soft or lackluster approach

Without energy or enthusiasm

**92. Let's greenfield it**

This comes from the construction and development sector where greenfield land describes an area which has not been previously developed

It has two variations on its meaning:

- Starting a project without thinking about what has happened previously
- Going into a new area, direction or territory

**93. Let's run it up the flagpole and see who salutes**

What do you think of this idea?

Who supports me in this?

**94. Let's drive the education bus**

Having an enthusiastic proactive approach towards a training and development initiative

**95. Let's see if it has legs**

Undertaking a small scale trial of an idea or product

An example would be a consumer focus group

**96. Let's square the circle**

Solving a difficult problem

An issue in which your stakeholders will have a wide range of views or interpretation

**97. Leveraging our synergies**

Using your joint resources or knowledge

**98. Light up the beacon**

Who has a good idea?

How can we see this problem in a different light?

**99. Litmus test**

A question which helps to determine an important factors status – *"the litmus test is whether our new advertisement campaign results in increased sales"*

**100. Low hanging fruit**

Tasks or customers that can be easily accomplished or found

### 101. Mission critical

Something which is essential to the success of part of the business

It is often heard when dealing with projects and is thought to come from the armed forces

### 102. Moving the goalposts

Changing the scope or parameters of a project or task, making it hard to allocate resources including staff

### 103. Multiplicative collaboration

Working together

### 104. Mushroom management

Managers who keep staff 'in the dark' and don't inform them of what is going on

Taking this phrase a step further it can be used it describe managers who treat their team poorly and 'feed' them metaphorical manure!

### 105. Mutual gain point

The point at which everyone wins (win-win) and no one feels like they have lost or not gained

### 106. No brainer

An idea which is so good everyone recognizes it as such

### 107. Not my first rodeo

This isn't the first time someone has done this task and therefore considers themselves to be experienced

### 108. On the same page

Everyone is thinking or acting in a united way

### 109. One dream, one team

Staff share the same vision and are working together to achieve it. This phrase is often used during change management

To convey a message that you are stronger when you work together to initiate change

### 110. Open the kimono

Disclosing or revealing everything you know about a task, topic or business discussion

### 111. Paradigm shift

This was first used by Thomas Kuhn in 1962. It describes a change in thinking from one way to another

It is driven by change as opposed to something which naturally occurs or evolves

### 112. Paralysis over analysis

This happens when you over-think or over-analyze a situation. The result is that no decision or action occurs

This state is more likely to happen with people who are perfectionists and are constantly striving for the perfect solution or idea

### 113. Parking an idea/conversation

A phrase used to end a discussion when you have either run out of time, or more often when someone doesn't want to discuss it any further – *"Can we just park Sarah's idea until another time"*

### 114. Passing the sniff test

Does everyone think this is a good idea – *"Does this smell right to you"?*

### 115. Perfect storm

An event when everything that could go wrong did…at once

It can often be used as an excuse when something has gone wrong rather than critically reflecting on what happened – *"I don't think there was anyway we could have prevented this. It was just a perfect storm"*

### 116. Pig in a python

Something which is slow moving and laborious – *"the production process is too slow, does anyone know what the pig in the python is"?*

### 117. Pinch points

The point at which consumers or customers become concerned about the supply of a product or service. This can result in wide swings in price

The point at which a decision or action becomes 'painful' or difficult

### 118. Plug and play

Something which is very simple and therefore requires little or no explanation

### 119. Prairie dogging

This is seen in call centers or offices with cubicles when staff all raise their heads up simultaneously over the cubicle to see what is going on or who is speaking

### 120. Productise

To convert something, for example an idea into a product

### 121. Pulse champion

Some one who drives change forward and inspires people

### 122. Punching above our weight

Requiring skills or abilities that you don't have

Being in a situation where you are the underdog as opposed to being the favorite

Entering into a market in which you are up against much bigger and more established competitors

### 123. Pushing the envelope

Innovating or going further than your normal boundaries

Extending your current limits of performance

### 124. Put on your game face

Displaying an air of confidence and optimism when you undertake a challenge or start difficult business dealings

### 125. Putting lipstick on a pig

Trying to make something look more attractive or appealing than it actually is

It is often used to describe a strategy which is ultimately doomed to fail as everyone will eventually see through it

### 126. Quick and dirty

The opposite of in-depth

These are actions or discussions that take very little time because you don't go into detail

### 127. Rearranging the deck chairs

Changing things on a superficial level only

'Rearranging the deck chairs on the Titanic' describes a misplaced concern over tiny details when a much larger crisis is looming

### 128. Rightsizing

A nicer or more polite way of saying downsizing, firing or making people redundant

### 129. Rough order of magnitude (ROM)

A rough estimate or ball park figure usually associated with finances

### 130. Rowing in the same direction

Everyone is seeing things the same and are moving in the same direction

### 131. Seagull manager

A manager who looks down on their staff rather than being an integral part of the team

They can also be said to metaphorically poop on staff from on high!

### 132. Self message

Remind yourself

Admit to yourself

Leave yourself a reminder

### 133. Shoot from the hip

To be brutally honest without censoring your words

To use few words and react quickly without thinking

To make a decision or undertake an action without due or proper consideration

### 134. Shoot the puppy

Undertake an unpopular action that no one wants to do – *"we don't have a choice, we have to shoot the puppy"*

### 135. Shooting flies with a cannon

This phrase dates all the way back to Confucius (551–479 BC) who said *"never use a cannon to kill a fly"* and it can be used to describe:

- An overreaction
- Going over the top
- Using too much force or aggression

An alternative to this phrase which you may hear is 'using a sledgehammer to crack a nut'

### 136. Silo working

A method of working in your own team or department in isolation and without consideration of how your actions impact on others. It is the opposite of inter or cross departmental working

### 137. Singing from the same hymn sheet

Everyone is expressing the same opinion or is acting in a joined-up manner

It can also be used to describe to make sure everyone appears to be united in front of someone they want to impress or is influential. An example would be a customer or business client *"whilst we are in this meeting we need to look like we are all singing from the same hymn sheet, so keep your concerns to yourself"*!

### 138. Slave traders

The department of human resources

### 139. Socializing the plan

Spread a plan, idea or concept through engaging, interacting and socializing with others

Tell people what's going to happen

### 140. Square headed spouse

A computer. This phrase is more likely to be used by people who spend many more hours a day at a computer screen than they do with their partner or spouse

### 141. Strategic staircase

A plan for the future which aims to move up not just forward

### 142. Stress puppy

This describes someone who is always whining and anxious and thrives on the attention that this emotional state gets them

### 143. Sticky wicket

Originally from the game of cricket this phrase was used to describe a pitch that was unpredictable and difficult to play. In a business context it describes a difficult situation

### 144. Stir fry the ideas wok

Does anyone have any ideas and what do we all think about them?

### 145. Stratical

Part strategy part tactical

### 146. Swallow a frog

Mark Twain said *"eat a live frog in the morning and nothing worse will happen to you for the rest of the day"*

Brain Tracy used this concept in his book to describe time management and procrastination

The rationale behind this is if you complete your biggest and least favored task first all the others will be easy in comparison. Over the course of a day this tactic or approach will save you time

### 147. Tarmac the thought yard

To turn thoughts and ideas into (concrete) action plans and a strategy for going forwards

**148. Thinking outside the box**

This is probably one of the most recognized and often used management phrases which never ceases to raise an eyebrow…or two!

It describes a process of getting people to think differently without constraints, or to look at things from a new perspective

The activity that often accompanies this is shown below

Joint all 9 dots shown below using 4 lines without taking your pencil off the paper
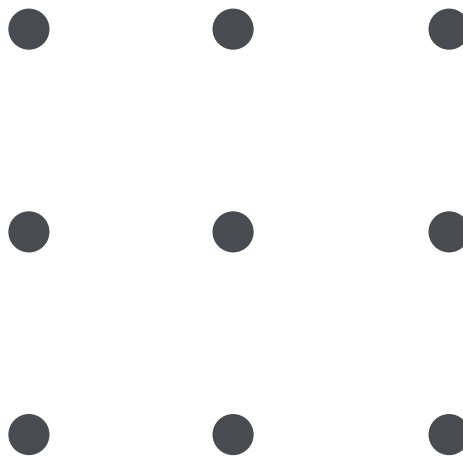


Solution – your lines must extend outside the constraints or 'hidden boundary' of the box. Hence thinking outside the box equates to thinking differently and without normal perceived constraints or limitations
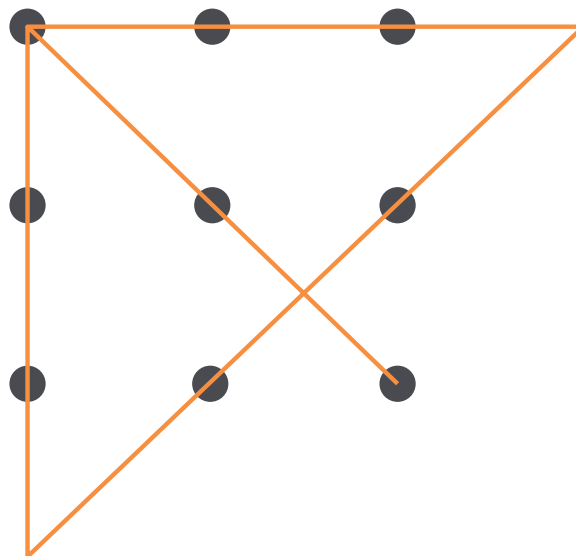
**149. The elephant in the room**

The big thing that everyone is aware of but no one wants to confront, mention or address

There can be many reasons for this:

- The idea of it is to disastrous to contemplate
- No one wants to upset someone else
- If you ignore it it might go away…it probably wont!
- If everyone knows everyone knows about it maybe someone else will deal with it… they probably wont!

**150. The only caterpillar in the salad**

Its the only option you have

There are no alternatives

### 151. There's no 'I' in 'team'

You can achieve more when you work together rather than alone

TEAM in this instance is often broken down into:

T = Together
E = Everyone
A = Achieves
M = More

### 152. The squeaky wheel gets the grease

What is under observation gets attention – this could be targets or closer scrutiny

People who moan and whine get more attention which perpetuates the situation and their behavior

The customer or client who protests or complains the most gets more attention and service

### 153. Throw a concept grenade

To propose an idea or concept and see what people think

### 154. Throw it at the wall and see what sticks

To put forward a range of ideas and concepts for discussion and options appraisal and see which ones are still viable at the end of this process

### 155. Tick box exercise

Doing something because you have to without it actually impacting on your daily routine or way of working

To do something which means nothing and doesn't affect anything or anyone

A useless exercise

### 156. Transactional conversation

Two or more people talking and sharing ideas or information

### 157. Touch base

To get in contact with – *"give me a call next week and we'll touch base"*

### 158. Touch base offline

This has absolutely nothing to do with the internet or IT. It is used when people don't want to discuss an issue (especially in front of others) and is a way of stopping the conversation

It's aim is avoidance of a particular issue someone doesn't want to confront or address – *"I don't have time to discuss this now, lets touch base offline later"*

### 159. Turkey trotting

Transferring an incompetent or difficult person to another part of the organization

### 160. Turn around time

How long it takes to get something done

### 161. Upwording

Making up words from combinations do others in order to make you look important

### 162. Venky

Incompetent person lacking in skills or intelligence

### 163. Volunteer led

Free – £ or time

### 164. Walk down the critical path

Has anyone got any objections?

I've got an objection or issue with that

We have some concerns over this course or action or proposal

### 165. Walk the walk (don't talk the talk)

Don't just talk about and tell everyone what you propose to do…. Go ahead and actually do it!

Actions speak louder than words

### 166. We don't need showstoppers

There is no need for any drama or histrionics

Everyone needs to work as a team and a unified force. We can't have individuals doing their own thing

We need to keep things simple not complicated and dramatic

### 167. We're all in this together

Everyone is in the same position. An alternative phrase often used is *we are all in the same boat*

This phrase is often used by someone who clearly isn't in the same position at all and so using this can undermine their credibility

### 168. We're behind the 8 ball

Thought to originate from the game of billiards or pool this describes being in a position from which it is very unlikely you can escape or remove yourself from

### 169. We're going to sunset that

I'll take some time to think about this and get back to you

We don't want to progress with this at the moment

This conversation is uncomfortable for me and I want to stop this discussion

**170. We're going to run with this**

Let's take this forward to the next stage

Let's put together an action plan

Let's progress this idea further

**171. Win-win situation**

Finding a solution that works for all sides

In conflict management this is seen when people adopt a collaborate approach in which all sides points of view are given equal weight

**172. Work smarter not harder**

If you think carefully and plan well you will save time, energy and potentially £

People often link this with SMARTERS objectives

S = Specific
M = Measurable
A = Agreed
R = Realistic
T = Timebound
E = Ethical / Evaluate
R = Re-evaluate
S = Strategic

**173. Yoghurt cities**

Places that have an 'active culture' or heritage, theatre etc.

**174. You must come to the party**

You need to be there

You must join in with with discussion and contribute

## 175. You need to get on board

You must support this idea, concept or project

You need to be proactive

> *"Wise men talk because they have something to say;*
> *fools because they have to say something"*
>
> – Plato