My personality type is ENTP, and until now I did not pay attention to myself as a leader even if I am working in a management position for many years. In the last weeks, I understood better my personality profile and my communication forms, and I found out that I have to change some parts of my attitudes.

The NVC tools made me understood better what kind of leader I want to be. Reading the material, I learned that words could hurt somebody else’s feelings. I am an ENTP, and I love to argue. Until now, I did not care about others’ opinions, but since I started this course, I am trying to avoid to claim and pay more attention to what I am saying and to the way I am saying.

During the years I spent working as a manager, I observed that a negative and critical communication has a harmful impact on everybody’s work. The NVC tool confirmed me in this conclusion, and I felt proud of myself that I always try to listen to my employees when they have a problem, encourage them and help them to solve it.

Since I read about the NVC tool, I started to improve myself as a leader. I am paying more attention to my employees’ feelings, and I will continue to listen to them every time they need me.

Learning about the SCARF tools helped me to other different ways to improve myself. I understood that I have to develop my methods of communication and interaction with my team by focusing on the sentiment of relatedness, fairness, happiness, increase status and autonomy.

The SCARF tools showed me how important it is the status of everybody of us. Now, I own a mechanic shop, and this tool helped me to understand my mechanics’ attitudes towards me. Even if I am a woman, I have many pieces of knowledge about cars and engines, and sometimes I do not agree with my mechanics’ diagnostic for cars. Many times, I was right, but after reading about the status, I know that I am not acting in the right way when I am saying my opinion and probably my mechanics feel that I am trying to minimize their abilities and maximize mines.

I also found out how significant is the autonomy and now I consider that giving a little autonomy to the people working for you is a good reward. Even with my employees, I will have to improve this and let them decide on small things.

Usually, I am a very fair person because I like to be treated fair and I also like to address the others in the same way. I do not know if I have to improve something regarding the fairness, but I think that being a good leader involves being fair.

Being a good leader is very challenging, but also comes with a lot of rewards. I think that a good leader needs to improve himself and after this class, I realized how important is to evaluate yourself. I still have to change many in my attitudes regarding my employees, but the SCARF and NVC tools will help me to do this. First of all, I will work on my patience because coming from this I will have a better attitude with my people. They need to find in me their boss, their support and also their friend. I will try to find the right words to no hurt their feelings, to give them a little autonomy and find more ways to reward them.