
The author discusses ways in which language and language routines can benefit the workplace communication and avoid inappropriate language. Managers are the ones who set the example of what language is appropriate. By focusing attention on personality characteristics managers run the risk of supporting poor language. Rather managers should set an example by focusing on concrete behaviors. Although choosing proper and effective words can be a strenuous and tricky task. Actual and long-term changes take time due to the fact it makes us change how we think. However, once the behavior become habit, values are created to instill conscious and appropriate language in the workplace making others feel more comfortable. The article agrees with a similar article by Janet Holmes reinforcing how managers should set the example and lead employees on how to communicate properly and avoid the results of linguistic violence as in an article by Louisa Wah.