



Chit Chat Your Way to Success!

How to Deal with People Who Drive You Crazy!

“The piece about finding something to agree on with someone you find disagreeable was extremely valuable to me. I was even able to utilize that piece when I conducted a site visit last week. By having the ability to agree with this individual on some small point I was able to maintain a civil conversation that had a positive outcome.” --Sonja, seminar participant

Your top “crazy-makers:”



Person: _____
situation: _____

Person: _____
situation: _____

What is your usual response to conflict?

Fight _____

Flight _____

Freeze _____

Face _____

Build your relationships . . . LEAP into Conflict Resolution!

Apply to one of your “Crazy-maker” situation:

Listen Reflectively: _____

Empathize: _____

Agree

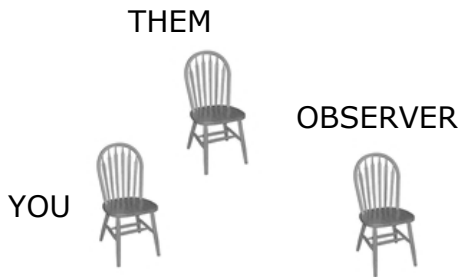
On the problem: _____

On common ground: _____

Partner: _____



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OBSERVER There are at least 3 viewpoints in conflict: Yours, theirs, and a 3rd party. Play conversational musical chairs mentally.

Assertive Communication Techniques

(Rehearse by yourself, or role-play to figure out exactly what the problem is and to reduce high emotion):

- 1. Use "I" statements regarding: feelings, behavior and consequences (to you).



Typical statement: Can't you ever be on time? You are always late!

Assertive example: I feel frustrated (feeling) when you aren't ready to go on time (behavior). I don't like to be late (consequence to self).

- 2. Broken record (especially good on the phone)

Them: You've been a great supporter in the past and. . .
You: No, thanks, I'm not interested. . .
Them: We have great options. . .
You: I'm sure you do have great options, but I'm not interested. Thank you for calling (click)

Or, there is always the Seinfeld response:

"Thanks for calling. Say, I'm a bit busy right now. Would you mind giving me your home telephone number? ...Oh, you don't like getting business calls at your home? Well, neither do I. Good-bye."

- 3. Acknowledge, don't argue

- a. Use reflection: "So, you feel that at times I. . .
b. Use agreement: "Yes. That might be true. . .
c. Ask for clarification: "What parts of my presentation didn't make sense?"
d. Apologize (but only if you mean it!) : "I'm sorry I. . ."
But not, "I'm sorry, IF I. . ."

Reading suggestion: Tongue Fu! How to Deflect, Disarm, and Defuse Any Verbal Conflict by Sam Horn