

Say What???



A TOOL TO HELP DECREASE COMMUNICATION DRAMA

The Event#1

The Event or Conflict Occur: You Get to Choose Your Response!
This is important: will you choose to be curious or react instinctively (PS. this reaction mode usually leads to trouble)

- What are the facts? Try to look at this objectively & ask questions
- Am I willing to listen to understand? This is a CHOICE!
- What options will be best for both parties? Get creative! Win/Win
- How do I want to think about this? Our thoughts drive our actions
- How do I want to feel about this? Our feelings come from our thoughts. They don't get to rule the show!
- What is going on for the other person under the surface? Get curious!

What did you discover?

The Outcome#2

If you get curious instead of reacting you will have to ask yourself the following.

- Can we come up with a solution that is win/win?
- How can we work as a team to solve this problem?
- Are my emotions under control to have this conversation? Or do I need time to process?
- Decide how you will carefully word the proposal.
- Use X,Y,Z Communication: In situation X, when you Y, I felt Z. This takes the attack out of the communication.
- Pay attention to your tone, body language and energy

What did you discover?

Reaction Choice #3

If you choose to react without thinking, your feelings are running the ship!
This will not lead to a positive outcome! Only Drama!

- Reaction statements: Whose fault is it? Looking to blame.
- What's wrong with them? What wrong with me?
- You ALWAYS DO.....
- You NEVER DO.....
- Critical Comments that attack the person & ignore the situation
- Name Calling and shaming. This only causes other to withdraw from you and hide their real thoughts and ideas.

What did you discover?
