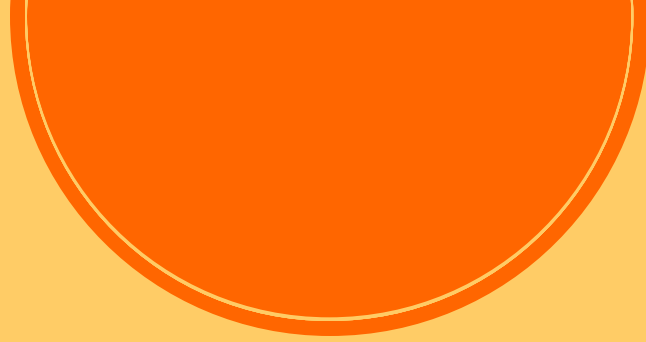


WELCOME!

How to Stay C00L When Things Heat UP!

Jan M. McLaughlin, CSP



How to Stay C00L

When Things Heat UP!



Lizard brain—amygdala

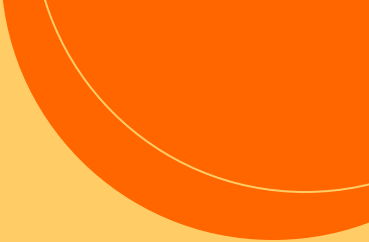


“What lies in our power to do,
lies in our power not to do.”

—Aristotle

Objectives for today

- Employ the 4 essential factors in communication and avoid getting pulled away from your intent
- Develop awareness of the impact your visual, vocal and verbal image has on others
- Practice the three keys to active listening—essential to reducing defensiveness
- Exercise *Verbal Aikido* to become less of a target for negative behaviors



“The greatest problem with communication is the assumption that it has taken place.”

—George Bernard Shaw



Communicate with purpose

□ Intent

- What you want to have happen



What's my intent?



4 Important factors in communication

- **Intent**
- **Criteria, expectations or needs**
- **Content**

Caught up in content—deviate from intent

- ❑ **Defending ourselves**
- ❑ **Saving face**
- ❑ **Seeking revenge**
- ❑ **Avoiding embarrassment**
- ❑ **Wanting to win**

Process—message they receive

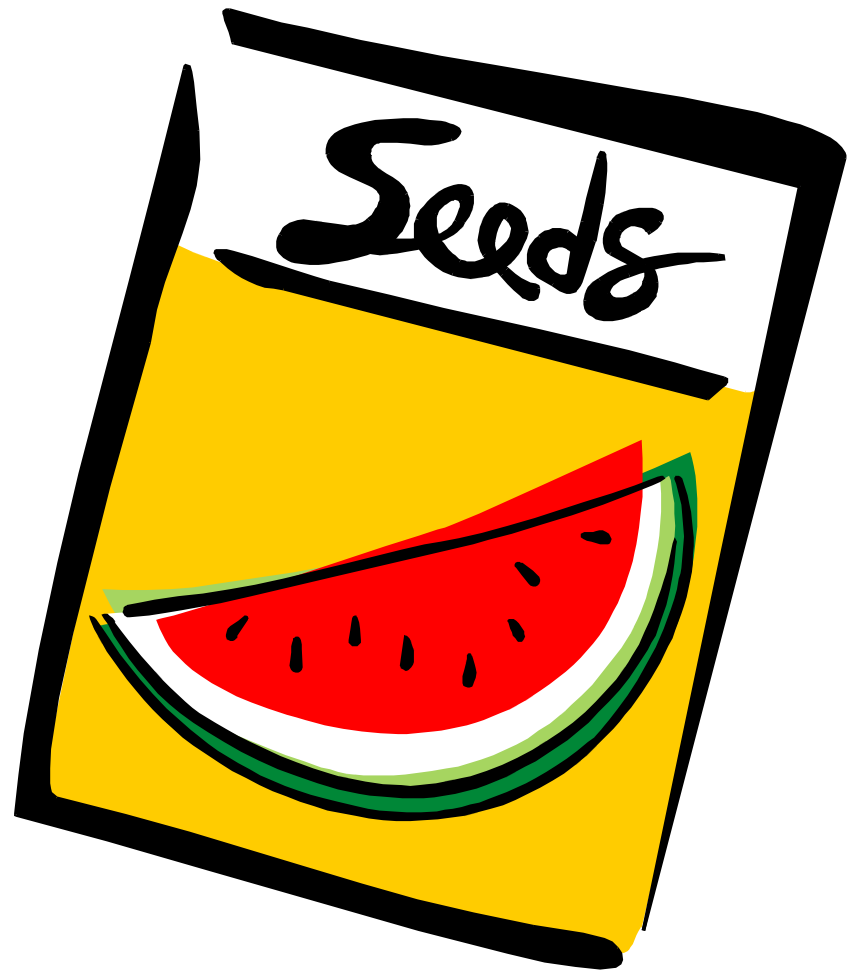
How we look 55%

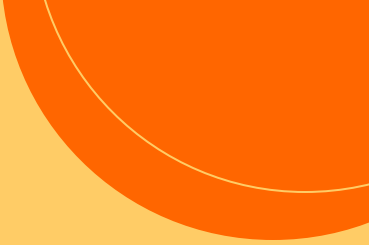
How we sound 38%

Words we choose 7%

IF our message is incongruent!

Focus on a specific situation





“What you are thunders so,
I cannot hear
what you say.”

—Ralph Waldo Emerson

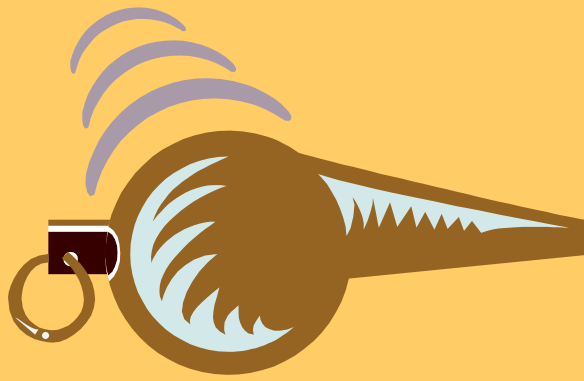
Body language & facial expressions



Listen to your voice



1. Listen to your voice mail message
2. Rerecord your message
 - a. When you're **not** smiling
 - b. And when you *are* smiling!
3. Next time you leave a message—and have the option—play it back



The sound of your voice

☐ **Tone**

☐ **Volume**

☐ **Pitch**

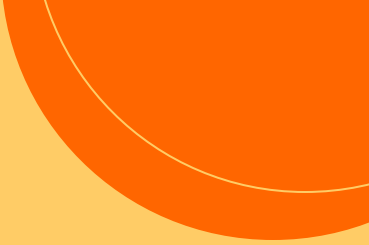
☐ **Pace**

Think about the situation you described. How might the way you looked and the way you sounded have helped escalate the situation?



What's my intent?





“Most people do not listen
with the intent to
understand; they listen with
the intent to reply.”

—Stephen R. Covey



Reduce the
differences
...improve
communication

Active listening—a crucial communication skill

- ❑ **Clarifying**
- ❑ **Pacing**
- ❑ **Backtracking**

Do others perceive you as
someone who listens? Or,
do you appear distracted,
uninterested or eager to
end the conversation?

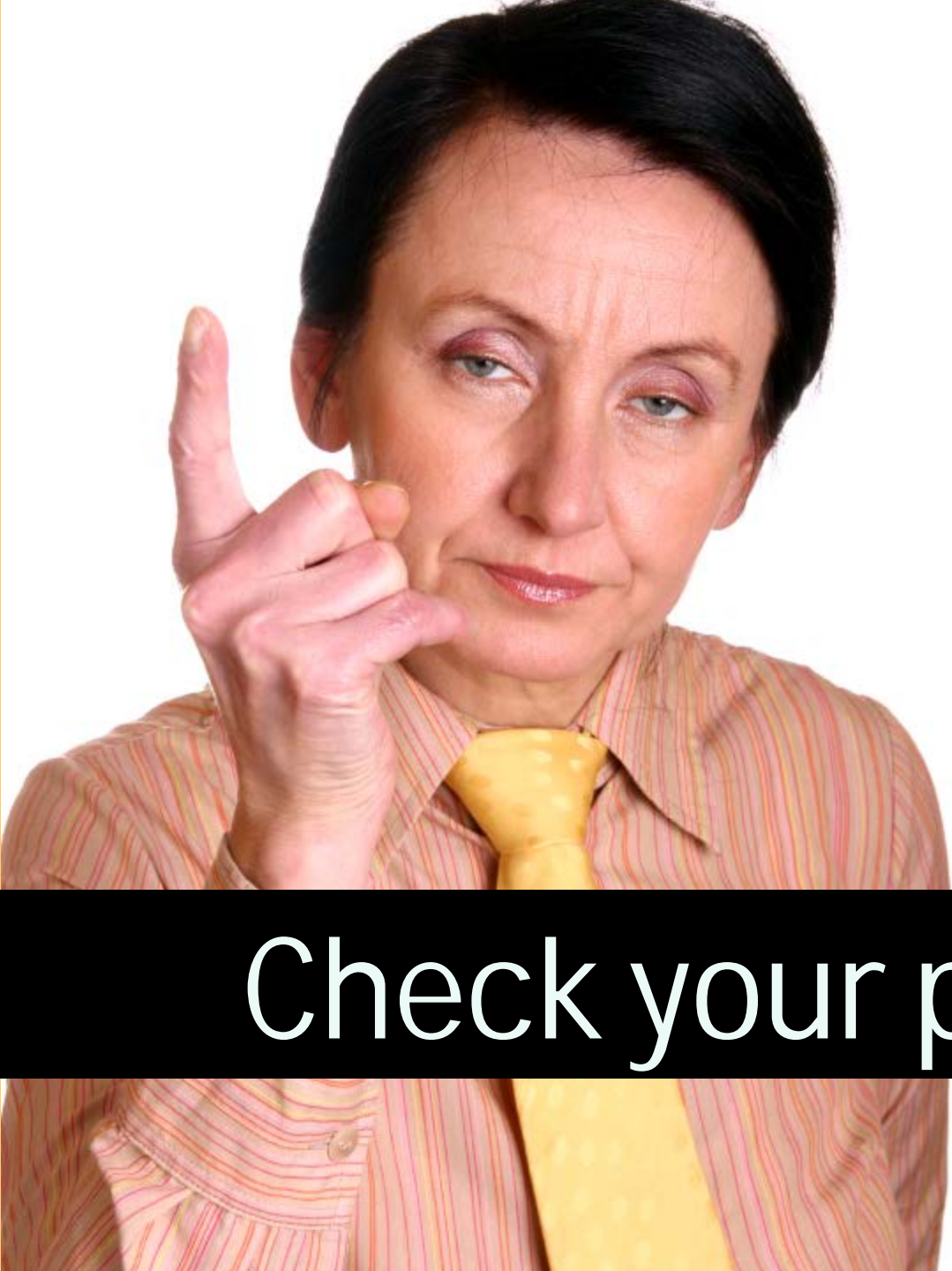


What's my intent?



Exercise Verbal Aikido

- ☐ **Selective Agreement**
- ☐ **Limited Response**



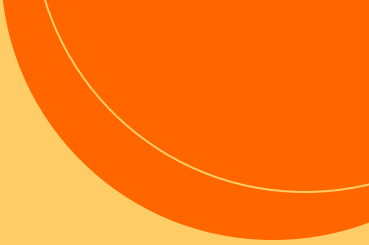
Check your perceptions!

Stress the benefits to them



WII-fm





“Insanity: Doing the same thing
over and over and expecting
different results.”

—**Albert Einstein**

Think about the
situation you described.
Could you have applied
any of these
techniques?



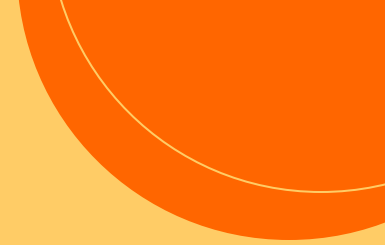
What's my intent?





"No one
can make
you feel
inferior
without
your
consent."

**—Eleanor
Roosevelt**



“No matter what you do or say to me, I’m still a worthwhile person.”

—Jack Canfield

A tropical beach scene with palm trees, a sandy shore, and a forested hill in the background. The text "Take care of yourself" is overlaid on the image.

Take care of yourself

What's my intent?

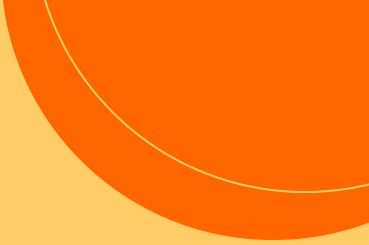
What do I want to have happen?

What do I *really* want here?



The background of the image is a bright blue sky filled with numerous white, puffy cumulus clouds. The clouds are scattered across the frame, with some appearing closer and more detailed, while others are further away and less distinct. The overall scene is bright and airy.

Remember to breathe!



"You grow up the day you
have your first real laugh at
yourself."

—Ethel Barrymore

Your action plan

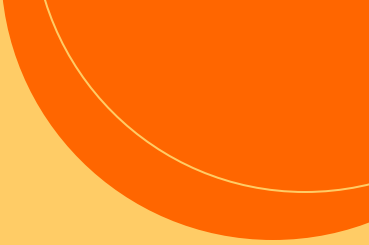


Lizard brain!



What's my intent?





“Blessed are the flexible,
for they shall not be bent
out of shape.”

—Michael McGriffey, MD



“What lies in our power to do,
lies in our power not to do.”

—Aristotle”

Thank you!

JanMcLaughlin.blogspot.com

