WELCOME!

How to Stay COOL When Things Heat UP!

Jan M. McLaughlin, CSP
How to Stay COOL
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
“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
Take care of yourself
What’s my intent?
What do I want to have happen?
What do I really want here?
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!

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