



Be Direct With Respect®

Nuggets of Truth



1. Be Direct with Respect = Leadership.
2. You get what YOU tolerate.
3. If you chicken out now - you will pay the price later.
4. Constructive feedback is a *gift* that you give to others.
5. Challenges stated in positive terms lead to solutions.
6. It's better to live 1 day as a tiger than 1000 years as a sheep.
7. Verbal Aikido gives you the power during difficult conversations. Agree with the person and ask a question such as "What do you Mean?" Or "All leaders?"
8. Replace "but" with "and" as often as you can so others will feel less defensive.
9. Replace "you" with "I" which shows your responsibility, how it affects you, and less defensiveness.
10. Start paying attention when you avoid a topic or change the subject.

HOW TO BE DIRECT WITH YOUR TEAM

1. What do we need to be talking about? Let's not beat around the bush!
2. Describe what issues we have not been talking about.
3. How is this currently impacting you and others on the team?
4. Describe how NOT changing this issue will impact our future
5. How have you helped create this issue?
6. How have I helped create this issue? Be direct with respect!
7. When this is resolved, what difference will it make for you and the company?
8. What's A GOOD FIRST STEP we can take to begin to resolve this issue?
9. Let's set a date when we will all follow up to make sure we see results from this meeting.