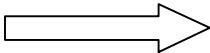
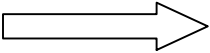
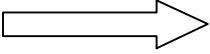
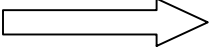
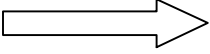
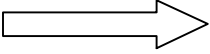
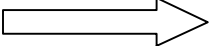




Providing Bold Solutions to Boost the Bottom Line®

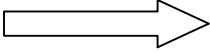
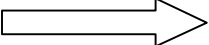
Be Direct with Respect for ABA 2009

Relevant Definitions

What is respect?		To look again - Seeing someone as legitimate
Self respect		Seeing ourselves as legitimate
Criticism		To find fault and to make judgments
Confront		Search for the truth
Honesty		Full disclosure to myself and to others with good intent
Constructive		Helpful
Feedback		Advice

Win / Win Way of Communicating

Be Direct with Respect®

- Truth with heart  Creates a win/win situation
- Focuses on results  Respects yourself and others

Mistakes people make:

- Not listening to the message
- Not focusing on the issues
- Unclear expectations
- Assuming the conversation is effective
- Spending time with others who “don’t get it”
- Making others feel defensive





Providing Bold Solutions to Boost the Bottom Line®

The Power Formula:

I feel _____
 (your emotional response)

When I _____
 (non-judgmental)

Because _____
 (how it effects you)



Verbal Aikido:

- ✓ Helps you diplomatically deal with difficult people
- ✓ Counters the attack
- ✓ Accepts – redirects
- ✓ Gives you back the control
- ✓ Focuses on what can be done

Tips to disarm toxic comments:

- ✓ Get in their shoes
- ✓ Don't explain or defend yourself
- ✓ Be accountable
- ✓ Prepare humorous expressions to anticipate dreaded questions

Guidelines:

- Remove **but** and replace with **and**.
- Use **I** statements rather than **you** statements.
- Don't get side tracked.
- Use **factual descriptions** instead of exaggerations.
- Express thoughts and opinions that express **ownership**.