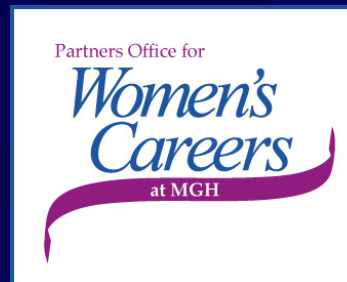


Communicating in Difficult Situations: Getting the Results You Want

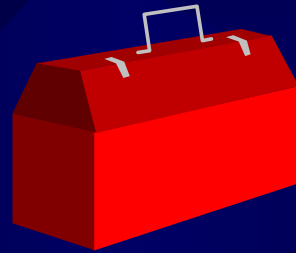


Nancy Goldberg
June 2, 2004



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Practical Tools



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Learning Objectives

- **Strengthen & refine interpersonal communication style**
- **Increase confidence, comfort & effectiveness providing feedback**
- **Increase effectiveness in clearly & assertively communicating a concern or complaint**



Agenda

- **Communication challenges**
- **Being persuasive**
- **Preparation & planning**
- **Being assertive**
- **Controlling emotions**
- **Organizing your thoughts**
- **Practice, practice, practice**



Style words



Communication Challenges



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Success Factors



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Being persuasive

...what's the best approach?

Modes of Persuasion

1. Ethos
2. Pathos
3. Logos



Preparation is key!



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Follow the P.L.A.N.

P. Purpose

L. Listeners - Logistics

A. Atmosphere-Attitude

N. Next Steps

- Organize you thoughts
- Control emotions
- Practice



Atmosphere

Approach & Attitude



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**How do you want to be
perceived?**



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Approach

- **Passive/Nonassertive**
- **Aggressive**
- **Assertive**



**Everything
communicates!**



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What you sound like

- **Voice quality/tone**
- **Rate and Pace**
- **Language and word choice**



What you look like

- **Facial expression**
- **Eye contact**
- **Posture and stance**
- **Hands**

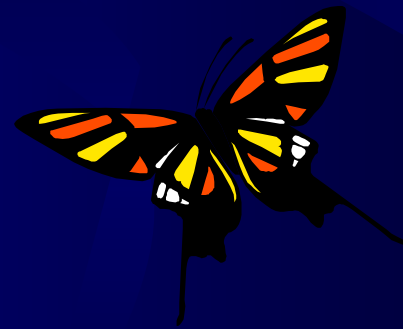


Attitude

**Appearing calm & in control
when you're feeling the
opposite**



**“Let’s get those butterflies
in formation”**



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Organizing your thoughts

1. Deductive
2. Inductive
3. Chronological
4. Feedback model



Model

1. **Start positively**
2. **DESCRIBE -situation/behavior**
3. **DESCRIBE - impact**
4. **PRESCRIBE**
5. **Ask for response**
6. **End positively**



Delivery Tips

- 1. Be clear & concise**
- 2. Be objective & factual**
- 3. Use “I” statements**
- 4. Use softeners**
- 5. Actively listen**
- 6. Use assertive tools**





Practice

Debriefing

- 1. What did you become aware of?**
- 2. What did you learn from others?**
- 3. What messages did you give with words, how spoke, body language?**
- 4. What was toughest?**
- 5. What could you do differently to be more effective?**



Summary and next steps