

# Communicating with Diplomacy and Tact

Kelli Vrla, CSP, CRMC      www.KelliV.com

Tact= The ability to make a point without making an enemy.

## **3 Great Listening Tips:**

1. Silently repeat speaker's words
2. Act "as if" it's interesting.
3. Alert posture

The facts: 85% of problems today are caused by miscommunication.

Recall Factors: People remember...

10% of what they hear.

60% of what they read or write.

90% of what they do. Do you agree? Do you get frustrated when you repeat answers?

## **Top 5 Common Communication Myths:**

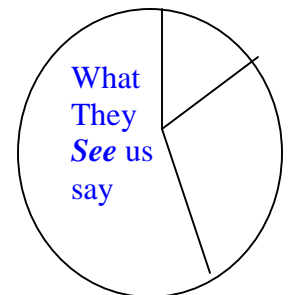
1. People always pay attention when you are speaking to them.
2. When people say they're paying attention, they really are.
3. When someone says, "I know," he or she really does.
4. Saying something **over and over** ensures that your listener understands.
5. Saying something **over and over** LOUDLY ensures that your listener understands.

### **The 3 V's**

7% = Verbal

38% = Vocal

55% = Visual



**It's not WHAT you say it's HOW You Say it!**

## **Phases to lose:**

But

Example: You did a great job on this, and here's how it could be even easier...

Should have...

Example: Next time, here's a what you might consider a quicker way to do this...

## **Better to use:**

"and" or leave it blank

Next time...

3 Magic Phrases: "No Problem!" & "Ab-sol-lute-ly!" (Try this next time anyone needs some help)

"I can help you with that/ I know just who can help you with that..."

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**To motivate or persuade people**, you must know what makes them **tick** and what **ticks** them off.

“ **Pride** buttons ” make us feel **happy, proud, confident**.

“ **Hot** buttons ” make us feel **angry, frustrated, afraid**.

Name one of your “Pride Buttons”: \_\_\_\_\_

Name one of your “Hot Buttons”: \_\_\_\_\_

## SELF PROFILE

<p><b>SOCIALIZER</b></p> <p>“Get Noticed/Appreciated/Have Fun”</p> <p>Rx: Limited Options Showy Demos (a little enthusiasm)</p>	<p style="text-align: right;"><b>EXECUTIVE</b></p> <p>“Get it DONE!”</p> <p>Rx: Bottom Line Bullet Points</p>
<p><b>LOYAL</b></p> <p>“Get ALONG”</p> <p>Rx: Human Element Harmony</p>	<p style="text-align: right;"><b>FACTUAL</b></p> <p>“Get it RIGHT!”</p> <p>Rx: Stats Logic</p>

Which style are you?

Which style do you get along with best? ...or frustrated most by?



**KEEPERS** (Ideas big enough to “take home”)

Within 7 days, I’m going to try this technique to practice improving my communication skills: \_\_\_\_\_

My witness: \_\_\_\_\_ His/Her contact info: \_\_\_\_\_ (ph /email)

I will also email [Kelli@KelliV.com](mailto:Kelli@KelliV.com) to brag about doing what I said I’d do & to report the result.

Signed, A Bonafied Better Communicator: \_\_\_\_\_ Date: \_\_\_\_\_

**DIRECTNESS: (E's Like This!)**

You can increase the directness of your communication by:

- Speaking at a faster pace
- Initiating conversations and decisions
- Giving recommendations and not asking for opinions
- Using direct statements rather than roundabout questions
- Communicating with a strong, confident voice
- Challenging and tactfully disagreeing when appropriate
- Facing conflict openly but not initiating it
- Increasing eye contact

**INDIRECTNESS: (L's & F's Like This!)**

You can increase the indirectness of your communication by:

- Talking and making decisions more slowly
- Seeking and acknowledging the opinions of others
- Sharing decision-making and leadership
- Showing less energy; being more "mellow"
- Not interrupting
- Providing pauses to allow the other person to speak
- Refraining from criticizing, challenging or acting pushy
- Choosing words carefully when disagreeing.

**SUPPORTINGNESS: (L's & S's Like This!)**

You can increase the supportingness of your communication by:

- Sharing your feelings and letting your emotions show
- Responding to the expression of others' feelings
- Paying personal compliments
- Taking time to develop the relationship
- Using friendly language
- Communicating more, loosening up and standing closer
- Being willing to digress from the agenda, going with the flow

**CONTROLLINGNESS: ( F City Here!)**

You can increase the controllingness of your communication by:

- Getting right to the task or the bottom line
- Maintaining more of a logical, factual orientation
- Keeping to the agenda
- Leaving when the work is done; not wasting time
- Not initiating physical contact
- Downplaying enthusiasm and body movement
- Using business-like language

**Kelli S. Vrla, CSP \*/** Workshop Leader & Keynote Speaker

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"Helping you have more fun and get more done!"

\*Certified Speaking Professional (CSP) The Certified Speaking Professional is the highest earned designation in the speaking profession and is held by fewer than 7% of the National Speakers Association's 4000 members.

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# Communicating with Diplomacy & Tact

## Recap Sheet

### PURPOSE :

#### Clarifying

1. To get at additional facts
2. To help the person explore all sides of a problem

#### Restatement

1. To check meaning and interpretation with the other person
2. To show you are listening and that you understand what is being said
3. To encourage the speaker to analyze other aspects of the matter being considered and to discuss it with you

#### Neutral Response

1. To convey that you are interested in listening
2. To encourage the person to continue talking

#### Reflective

1. To show that you understand how the person feels about what he or she is saying
2. To help the person evaluate and temper his or her own feelings as expressed by someone else

#### Summarizing

1. To bring all the discussion into focus through a summary
2. To serve as a springboard for further discussion on a new aspect or problem

### EXAMPLE

“Your understanding of the issue ...”  
“Let me make sure I understand.”  
“Is this the problem as you see it?”

“So, what I hear you saying is ...”  
“I perceive the following ...”  
“This is what you have decided, and the reasons are ...”

“Please continue.”  
“That is very interesting.”  
“I see.”

“I can tell you are angry, frustrated, hurt, etc.”  
“I understand your feelings.”  
“You feel that ...”

“Please allow me to summarize ...”  
“Am I on the right track?”  
“These are the key ideas you have expressed ...”

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## Good Ways to Communicate Bad News A Quick Recap

### A. General Dos and Don'ts

#### DO . . . .

- **Remain positive and empathetic**
- **Use terminology that everyone will clearly understand**
- **Thoroughly explain your findings and the reasons for the “bad news”**
- **Put yourself in the listeners’ shoes – they’re just people**
- **Give early warnings, if possible, to properly manage expectations**
- **Try to anticipate the tough questions and prepare answers in advance**
- **Suggest possible ways to improve future results**
- **Offer as much flexibility as is professionally reasonable, but make the client or manager aware of the implications of their choices.**

#### DON'T . . . .

- **Be defensive or patronizing**
- **Lose sight of the BIG PICTURE, including situational politics**
- **Distance yourself – It’s *our* problem, not *their* problem**
- **Appear to trivialize the situation with silly humor**
- **Rush through your presentation**
- **Take the listeners’ frustration personally – remain calm and confident**
- **Ever say “I told you so”, even in the most subtle manner!!!**

Practice, Practice, Practice!

**Feel free to consider me a continuous resource for you in your quest for personal piece of mind and professional productivity. Take care and stay light!**

*Kelli S. Vrla, CSP \**  
*Workshop Leader & Keynote Speaker*  
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*"Helping you have more fun and get more done!"*

# STRESS REDUCTION KIT



## Directions:

1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.



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