

Things They Do That Frustrate Me:

My Academy Award-Winning Performance in My Absolute “Worst” Patient Story:

My “Fantasy” Fix for a Difficult Patient if I could once say or do anything and not get fired:

Most Frustrating Types I’ve Come Across (add more blanks if you need to—please do not put any actual names here...):

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

A few bits of Wisdom I’ve Picked Up—even at my Young Age—about How Best to Deal with These Types:

Q T I P = Quit Taking It Personally

D T T B = Don't Take the Bait

Let the coffee stir the cream

B R I R = Behavior rewarded is repeated

E + R = O

Know / Do / Feel (Preplan your Strategy before speaking/email/vmail)

Enter Listening

Repeat the speaker's words silently

Focus on results

Interest vs Position

Discipline vs Damage Control

Intent vs Impact (Turn down the Sound and Watch the Movie-Actions speak louder than words)

Is the battle worth it?

What's my real goal here? What's their real goal here? Is there middle ground?

MTF = Move Transactions Forward

Personality Styles : Notice & Echo Back

S = Socializer- Goal: Attn / Recognition Handling Tip: Limited Options/Showy Demonstrations

E = Executive Director - Goal: Power/Control; Get it Done

Handling tips: Bullet Points & Bottom Line language

L = Loyal – Goal: Teamwork Handling Tips: Human Element, Big Picture

F = Factual- Goal: Info & Accuracy Handling Tips: Data & Logical Process

10/60/90%- Percentage on info people usually retain when listening/reading or writing / doing.

4 Choices: Stay, Leave (mentally/physically) Change Attitude or Behavior

Phrases that invite interaction: That's interesting...tell me more/why would you say that / why would you ask that? Good question—let me find out.

Based on your needs as I understand them, here's WHAT WE CAN DO...

Phrases that repel interaction: "What were you thinking?" "What you fail to understand is... What you should have done is _____. No, we CAN'T do that."

Rephrase/Repeat to Clarify: "Before I offer a strategy, let me first ensure I understand what you need. You're looking to find out ____; is that right?"

Alternatives: Let me play this back for you to make sure I understand what you need."

Empathy: "I can see how it does look like it takes quite a long time to turn this around. Different avenues of results take different time lines. If I can be sure I understand your needs, we can more closely estimate your timeline." "I know that you stressed the importance of _____when we first looked at this. To ensure this, here are a few ideas on how we can accomplish your goal.."

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**

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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!

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