



**Welcome to the 2018 FRPA  
Conference!**

### **Learning Objectives**

- Body & tone can escalate a situation!
- Three keys to active listening
- Utilize Verbal Aikido
- Take care of yourself!



# **WELCOME!**

**How to Stay COOL When Things Heat UP!**

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## **How to Stay COOL When Things Heat UP!**



**Lizard brain—amygdala**

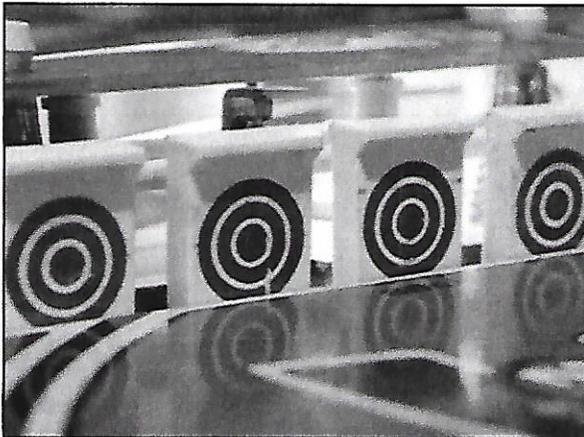
**“What lies in our power to do,  
lies in our power not to do.”  
—Aristotle**

## Objectives for today

- Employ the 4 essential factors in communication and avoid getting pulled away from your intent
- Develop awareness of the impact your visual, vocal and verbal image has on others
- Practice the three keys to active listening—essential to reducing defensiveness
- Exercise Verbal Aikido to become less of a target for negative behaviors
- Take care of yourself

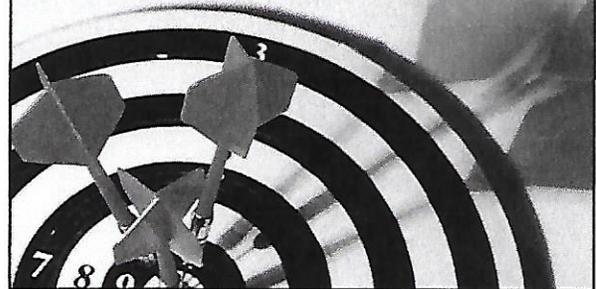
**“The greatest problem with communication is the assumption that it has taken place.”**

**—George Bernard Shaw**



## Communicate with purpose

- Intent
  - What you want to have happen



**What's my intent?**



## **4** Important factors in communication

- Intent
- Criteria, expectations or needs
- Content
- Process

## Process—message they receive

How we look **55%**

How we sound **38%**

Words we choose **7%**

**IF our message is incongruent!**

## Deviate from your intent?

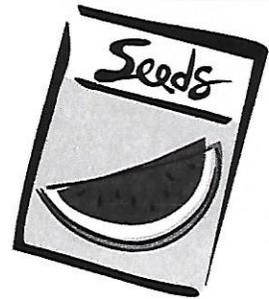
- Defending ourselves
- Saving face
- Seeking revenge
- Avoiding embarrassment
- Wanting to win

*From Crucial Conversations*



**What do you do when you deviate from your intent—react to the other person or get caught up in the content?**

## Focus on a specific situation



**“What you are thunders so,  
I cannot hear  
what you say.”**

**—Ralph Waldo Emerson**

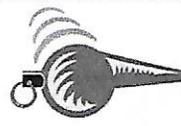
## Body language & facial expressions



## Listen to your voice



1. Listen to your voice mail message
2. Rerecord your message
  - a. When you're not smiling
  - b. And when you are smiling!
3. Next time you leave a message—and have the option—play it back



## The sound of your voice

- Tone
- Volume
- Pace
- Pitch

Think about the situation you just described. How might the way you looked or the way you sounded have helped escalate the situation?



**What's my intent?**



**“Most people do not listen with the intent to understand; they listen with the intent to reply.”**

**—Stephen R. Covey**

**Reduce the differences  
...improve communication**



**Active listening**—a crucial communication skill

- Clarifying
- Pacing
- Backtracking
  - Single out

**Practice in groups of three:**

- Person A – listen actively    B – respond    C - observe
- Person A, ask Person B, “What do you consider your greatest challenge when things heat up?”
  - Person B, tell them whatever you think is important for them to know about you and your challenge.
  - Person A, listen actively—employing attentive body language and facial expressions while practicing clarifying, pacing and backtracking. **Your job is NOT to solve their challenge!**
  - Person C, you are the observer. Note specifically how Person A uses clarifying, pacing and backtracking and how their body language and facial expressions let Person B know they are listening. **Do not participate—you are the observer!**
  - You will have four minutes – then share with the other two.

**Do others perceive you as someone who listens? Or, do you appear distracted, uninterested or eager to end the conversation? What do you need to work on?**



**What's my intent?**

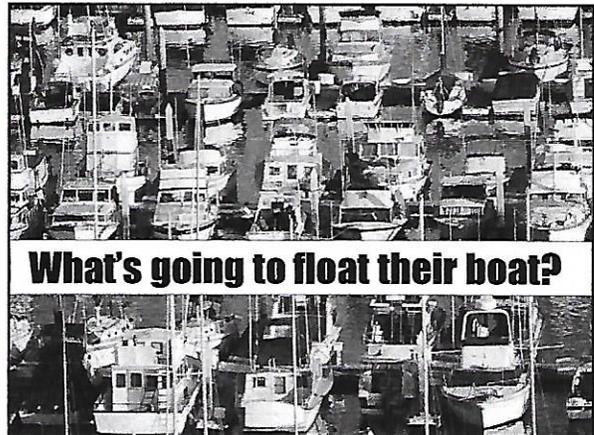


**“Insanity: Doing the same thing over and over and expecting different results.”**

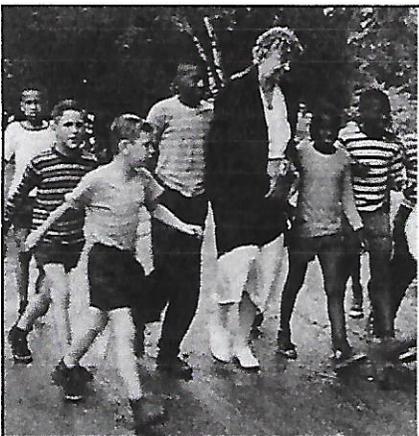
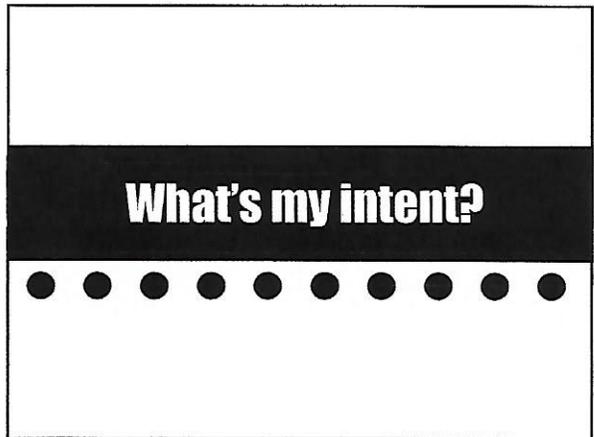
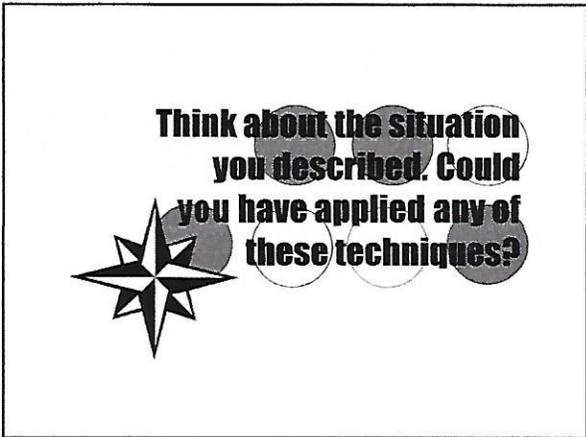
**—Albert Einstein**



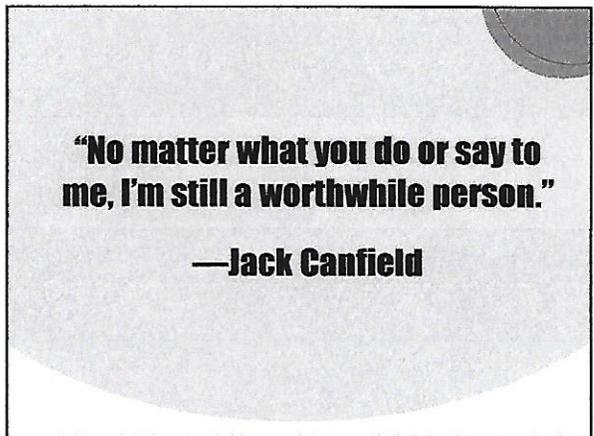
**Exercise Verbal Aikido**

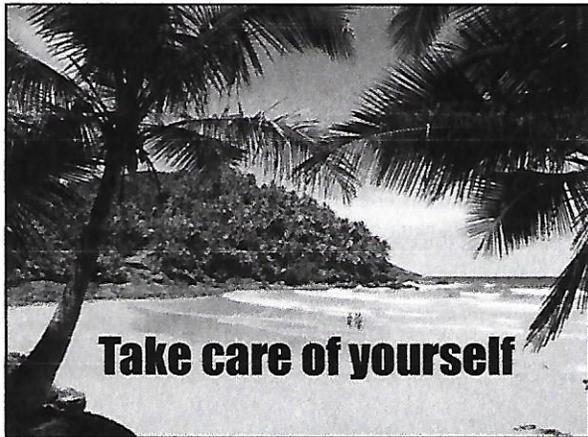


**What's going to float their boat?**



**"No one can make you feel inferior without your consent."  
—Eleanor Roosevelt**

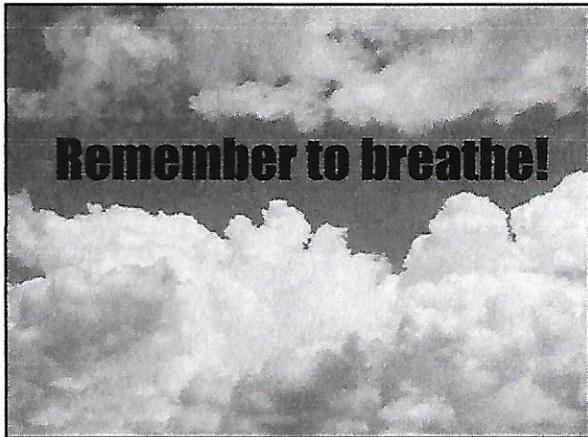




**Take care of yourself**

**What's my intent?**  
What do I want to have happen?  
What do I *really* want here?

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**Remember to breathe!**

**"You grow up the day you have your first real laugh at yourself."**  
—Ethel Barrymore

**Your action plan**

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**"We teach others how to treat us by how we respond to them and how we treat ourselves."**  
—Christie Ward, CSP

