



Welcome to the 2017 FRPA Conference!

Learning Objectives

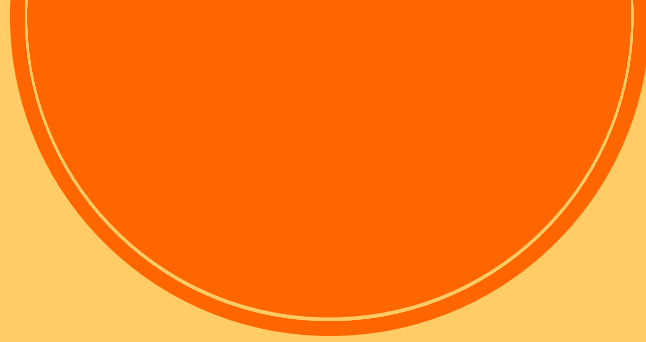
- Body & tone can escalate a situation!
- Three keys to active listening
- Utilize Verbal Aikido
- Take care of yourself!



WELCOME!

How to Stay COOL When Things Heat UP!

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Your Communication Connection
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How to Stay COOL

When Things Heat UP!



Lizard brain—amygdala

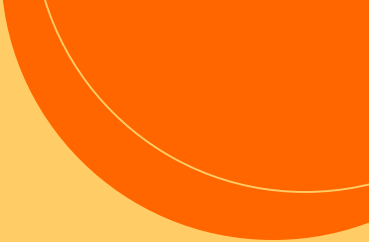


**“What lies in our power to do,
lies in our power not to do.”**

—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%**

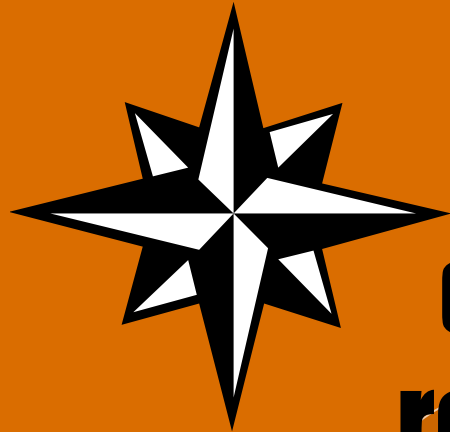
Words we choose **7%**

IF our message is incongruent!

Deviate from your intent?

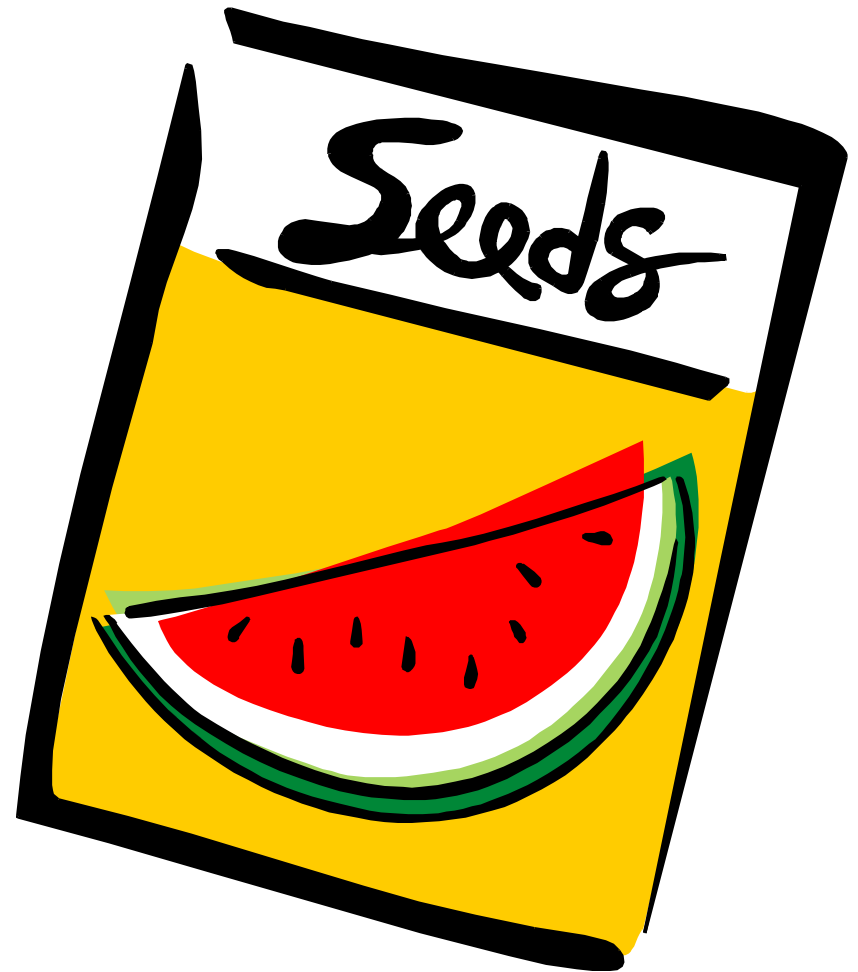
- ❑ **Defending ourselves**
- ❑ **Saving face**
- ❑ **Seeking revenge**
- ❑ **Avoiding embarrassment**
- ❑ **Wanting to win**

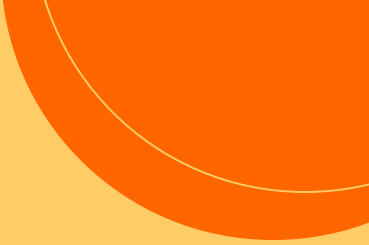
From *Crucial Conversations*



**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





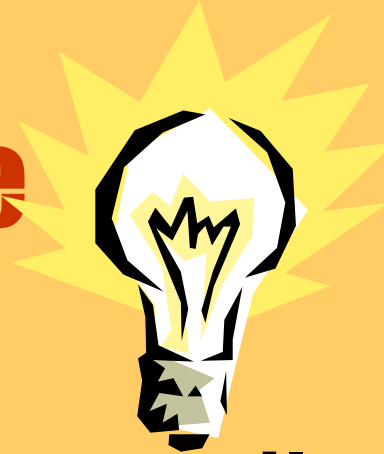
**“What you are thunders so,
I cannot hear
what you say.”**

—Ralph Waldo Emerson

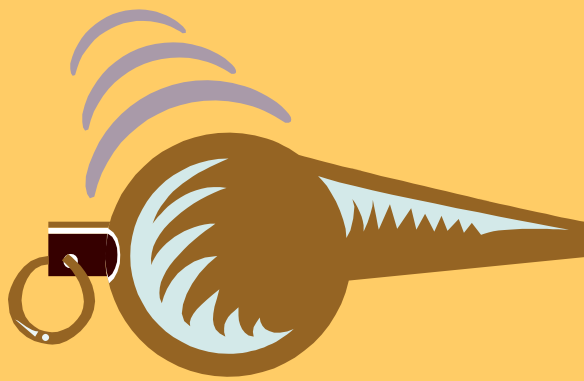
Body language & facial expressions



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**

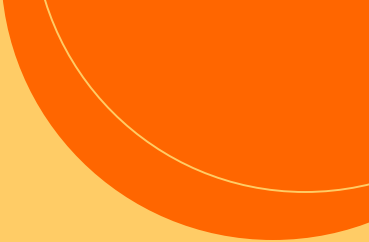
☐ **Pitch**

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

WII-fm





What's going to float their boat?



**Think about the situation
you described. Could
you have applied any of
these techniques?**



What's my intent?





**“No one
can make
you feel
inferior
without
your
consent.”**

**—Eleanor
Roosevelt**



“No matter what you do or say to me, I’m still a worthwhile person.”

—Jack Canfield

A tropical beach scene with palm trees, a sandy shore, and turquoise water under a blue sky. The text "Take care of yourself" is overlaid in a large, bold, black font.

Take care of yourself

What's my intent?

What do I want to have happen?

What do I *really* want here?



A photograph of a bright blue sky filled with large, white, puffy cumulus clouds. The clouds are scattered across the frame, with some appearing closer and more detailed, while others are further away and more ethereal. The overall scene is bright and airy.

Remember to breathe!



**“You grow up the day you have your
first real laugh at yourself.”**

—Ethel Barrymore



Your action plan



Lizard brain!



What's my intent?





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—Aristotle

Thank you!

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