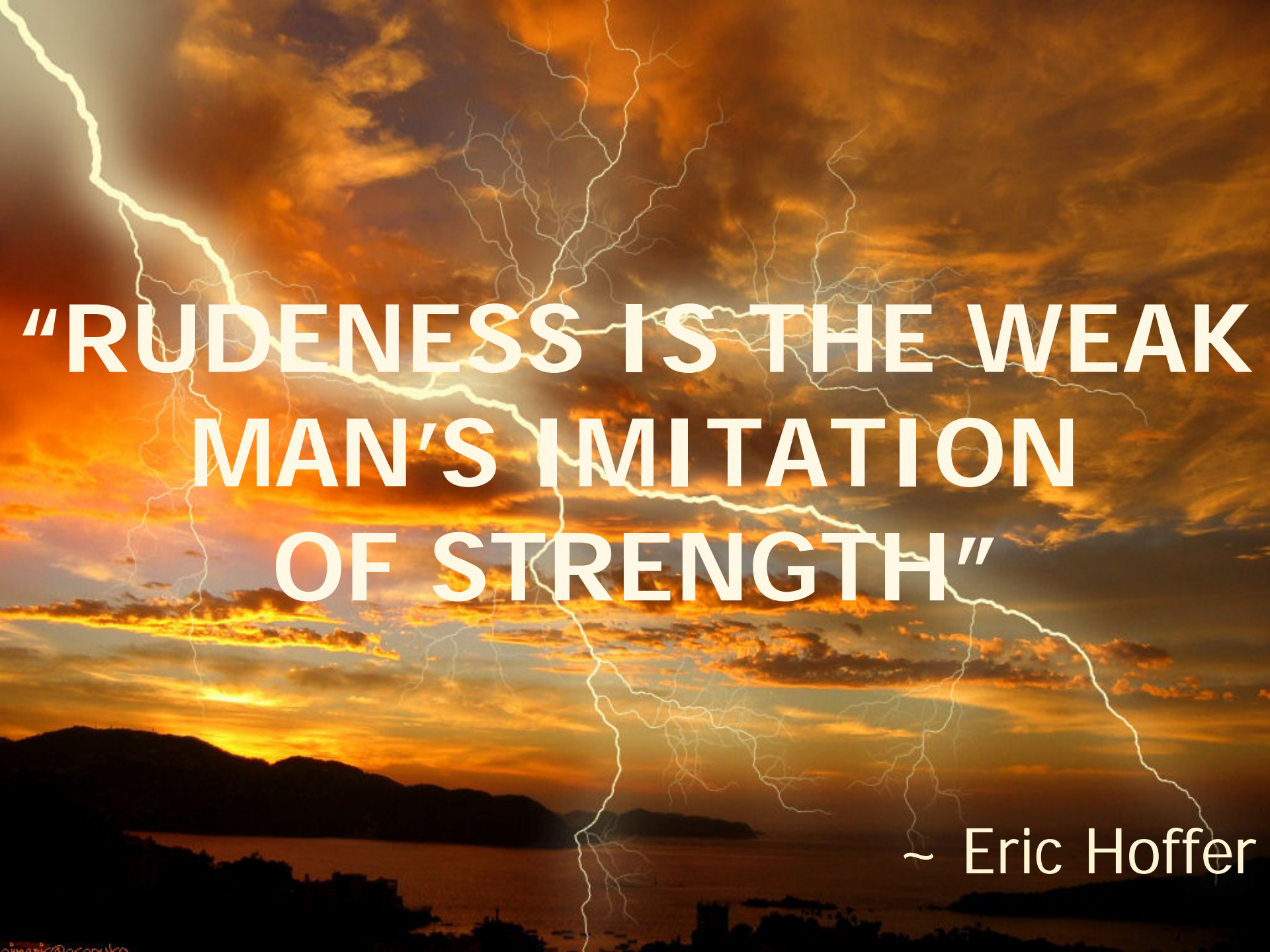


BALANCE YOUR CONFLICT



Dr. Jody Janati



**“RUDENESS IS THE WEAK
MAN’S IMITATION
OF STRENGTH”**

~ Eric Hoffer

ASSERTIVE COMMUNICATION

- Pursue your best interests w/o denying another's
- Separate the person from the problem
- Focus on shared interests, "what do we both..."
- Generate options to solve problems
- Choose "I" statements before "You" statements, "I feel uncomfortable when you use language..."
- Stick to the facts
- Express **little to no emotion** during an interaction
- Face difficult interactions squarely and authentically

FEELING

+

NEED

LANGUAGE OF COLLABORATION



HOW DO WE BALANCE BEHAVIOR?

- ◎ Create little to no resistance
“Ask; Don't Tell; Offer Choices”
- ◎ Be consistent
“Consistency Over Time = Trust”
- ◎ Awareness = Change
Commit to making other's aware
“I noticed...I see you are...”



BALANCING BEHAVIOR

- 1. Tell them what they did [fact]
- 2. Tell them how it made you feel
-or-
State a consequence
of their behavior
- 3. "Point it out, Bring it up, Put it on
your radar, Thought you should
know, Wanted you to be aware..."



TIME TO ACT!

- Step 1 - A Ask them to meet with you
 [give them at least 10 min.]
- Step 2 - C Clear concise statement
 [10 -12 words]
- Step 3 - T Transfer responsibility
 [repeat about 10 times]





**“ANGER IS ONE LETTER
SHORT OF DANGER”**

~ Eric Hoffer

“What Do You Do?”

DRAMA

unplugged

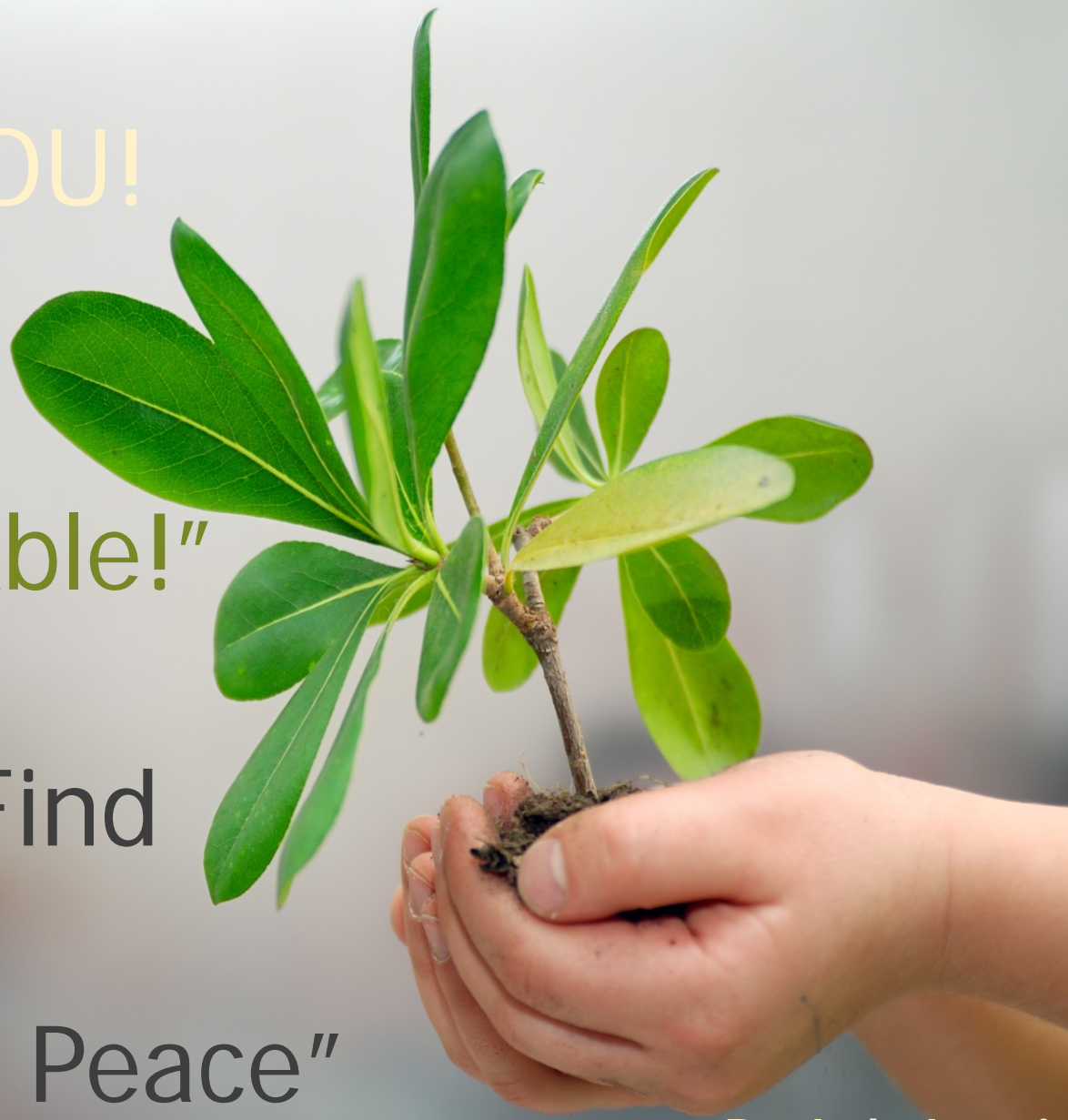


THANK YOU!

You are
"Response – Able!"

May You Find
Your

"Conversation Peace"



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