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…”
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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