

RESPOND WITH THOUGHT

Dealing with others who seem difficult can be a big cause of stress for most people. When we have confidence in our responses we feel more able to interact with people who are difficult. When we react with frustration or anger, instead of responding with thought, we lose our personal power. Here are just a few examples of how to respond, so you can keep your personal power.

Keep out of a disagreement with a Neutral Response

I hear what your saying	I hear you
I can see where you're coming from	That's fascinating
Sounds like you've got it under control	I trust your ability to handle that
Let me check and get back to you	That's one way to look at it
Maybe so	That could be
Oh-Ok	Ah-ha
Wow	Hmmm
Thank you for the information	You could be right
Stay silent	Thanks for the feed back
I'll consider your perspective	That's an interesting perspective
Really?	I'll have to think about that one

Responding to Criticism

"We're all having a good time today aren't we? Let's keep it light."

If someone says something flat out critical - "Are you sure?"

If they criticize something of yours - "aren't you glad you don't own one?"

Gossips Looking for Dirt:

"My _____ is doing great, thanks for asking. How are you?"

"Her/His _____ is right on track and they are enjoying life. How about you?"

When you want to switch someone from negative to positive

1. Listen to what they have to say about their problem
2. Ask: "and when you're having (problem), what would you like to have happen instead?"
3. Listen to answer: Have they actually said what they would like? If not, repeat the question. "and when (ex. you're bored) what would you like to have happen?"
4. When they've said what they would like ask "what's important to you about that?"

Asking for Help

"I'm wondering if you could do _____ for me?"

"When would you like to do _____ now or after your show?"

"I need your help with _____ when would you be able to do it or work on it with me?"

When you Know it's not your turn - "Who's turn is it to do _____?"

"This is a lot for me to handle today, would you mind helping me out?"

