

## 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?"

