COMMUNICATING WITH TACT & FINESSE

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• I never said you stole the money.
• I never said you stole the money.
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Diplomacy & Tact

• Diplomacy
  – Dealing with all types of individuals
• Tact
  – Delicate perception of the right thing to say or do without offending
The 3 A’s to Effective Communication

• Attitude
  • Awareness
  • Attentiveness

What are the effects of good and poor communication? AND What are barriers to effective communication?

HURDLES

• Confrontation
• Controlling emotions
• Receiving criticism
• Attitudes
Natural vs. Appropriate

- Reacting emotionally when information is received
- Defending when under threat
- Gossip

- Establishing the facts
- Using collaborative problem solving
- Totally open communication

Communication Factors

- Words we use
- Emphasis or tone
- Form of communication
- Body language
- History
- Environment or surroundings
  - Distractions
  - Attitude

The Power of Connection
The 3 Things EVERY Person Needs

- Acknowledgement
- Affirmation
- Respect

Listening Skills

- Be present
  - body language, eye contact, non-distracting environment
- Build rapport
- Seeking to understand
  - Listen for the rest of the story

The only way to change behavior is through awareness and connection.
Guidelines

1. Keep the conversation focused
2. Keep an open mind
   – Don't assume anything
3. Absorb or deflect anger
   – Emotional Intelligence
4. Wrap up the conversation

Win-Win Situations

• Define the problem
• Brainstorm possible solutions
• Work for win-win solutions
• Implement the plan

Handling the Most Difficult

PWA
vs.
PMA
Finesse

- Allow the other person to talk
- Ask questions for clarification
- Utilize teachable moments

TIPS

- Make sure your information is accurate
- Admit what you DON’T know
- Thank people for their help
- Help find solutions TOGETHER
- Assume you know nothing
- Begin and end with positive comments

In Summary

- Use the 3 A’s for effective communication
  – Attitude, Awareness, Attentiveness
- Provide the 3 things everyone needs
  – Acknowledgment, Affirmation, Respect
- Build rapport and connection
- *Take it all in before you talk it out*