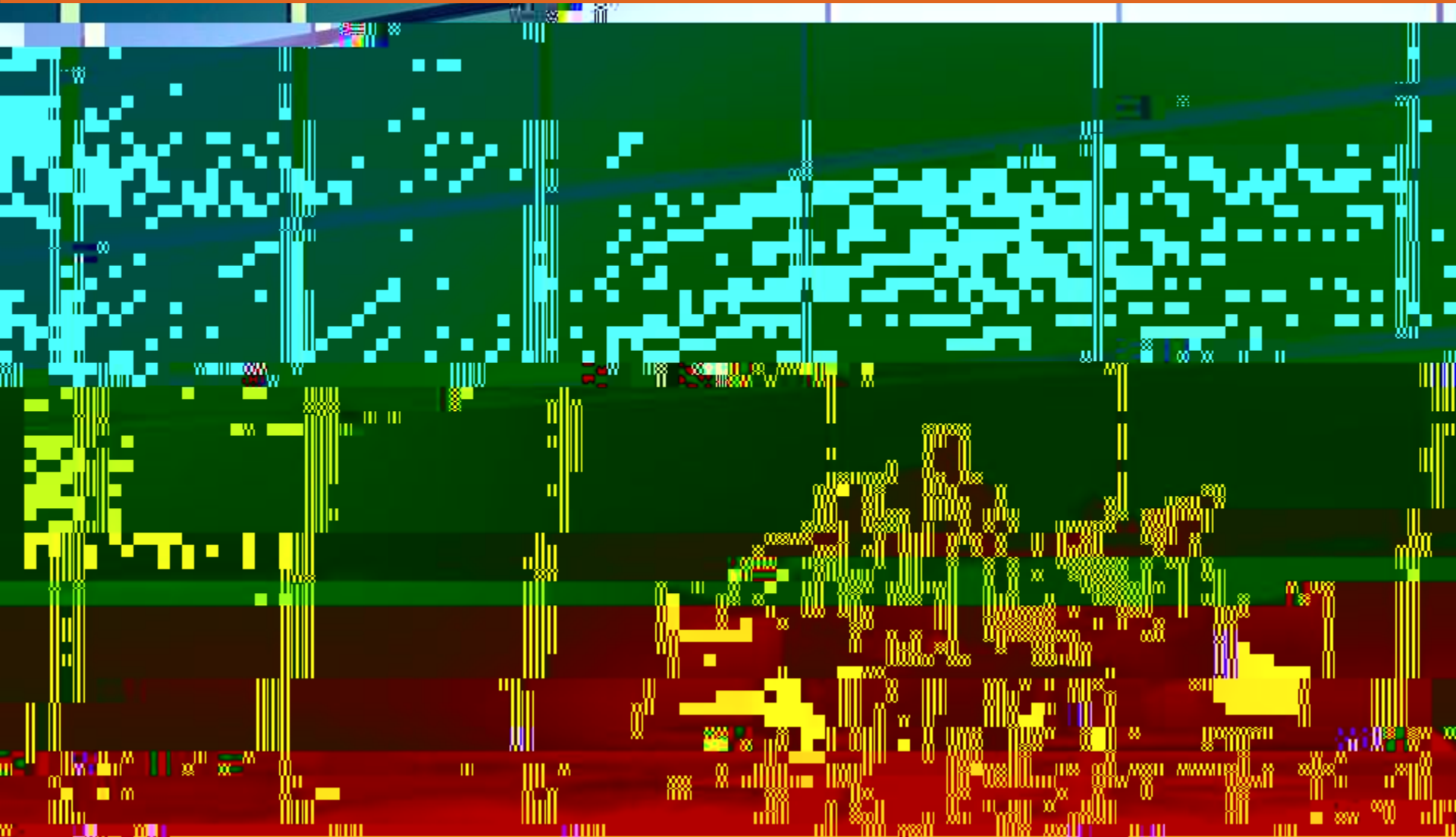


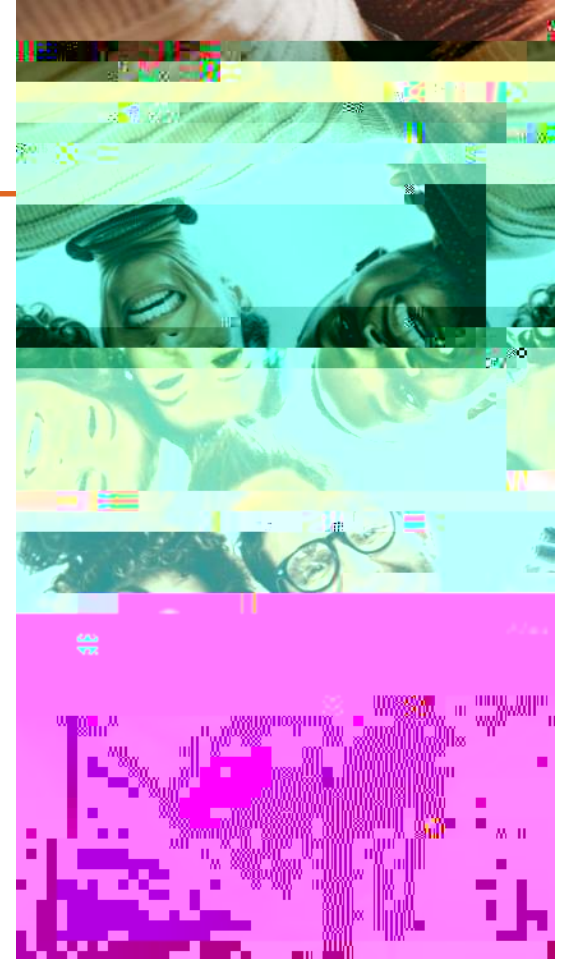
Bringing Out the Best in Others

Presented by ComPsych® Corporation





1. Cooperation
2. Courteous Consideration
3. Concede Credit



Supportive / Defensive Communication

Supportive communication creates an open environment where other people have some control, and tends to allow them to show their strengths

Defensive communication makes people feel attacked or judged, and tends to make them want to either fight back or shut down

Examples

1.

Recognizing Positive Intent

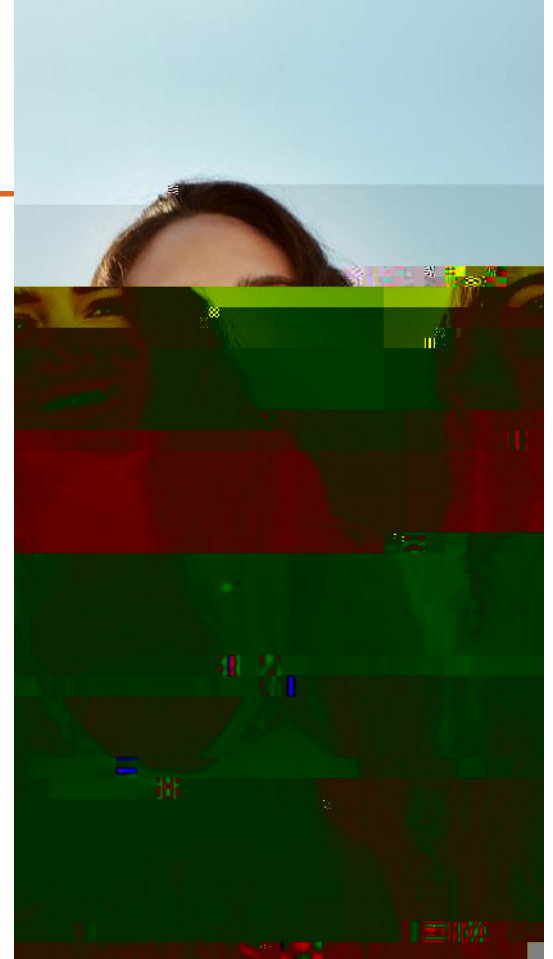
To regain control of a chaotic situation

To get the job done

To gain approval from others

To get attention

Others?



Bifocal Vision Practice

1.

2. Your spouse is sitting on the couch watching TV while you are

3.

Choosing Your Response

Do nothing (complain later)

Walk away (leave the situation unresolved)

Change your attitude about the person

Change your behavior towards the person

Others?

Defusing the Behavior

Listen for content and recognize emotion

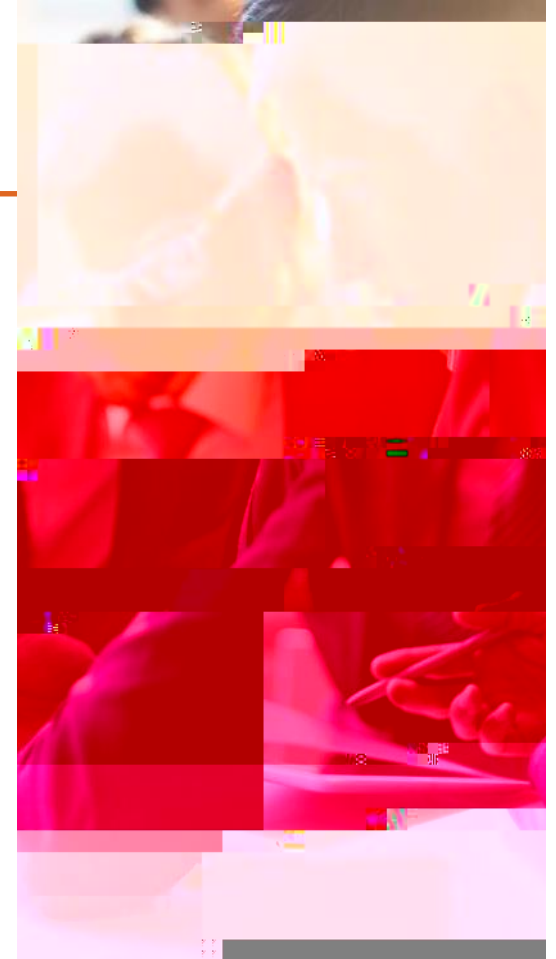
Ask questions to clarify underlying intent

Respond assertively, not aggressively

Apologize if appropriate

Find an agreeable action for both people

Others?



Which of these strategies are most helpful?

Managing Conflict

Competitive

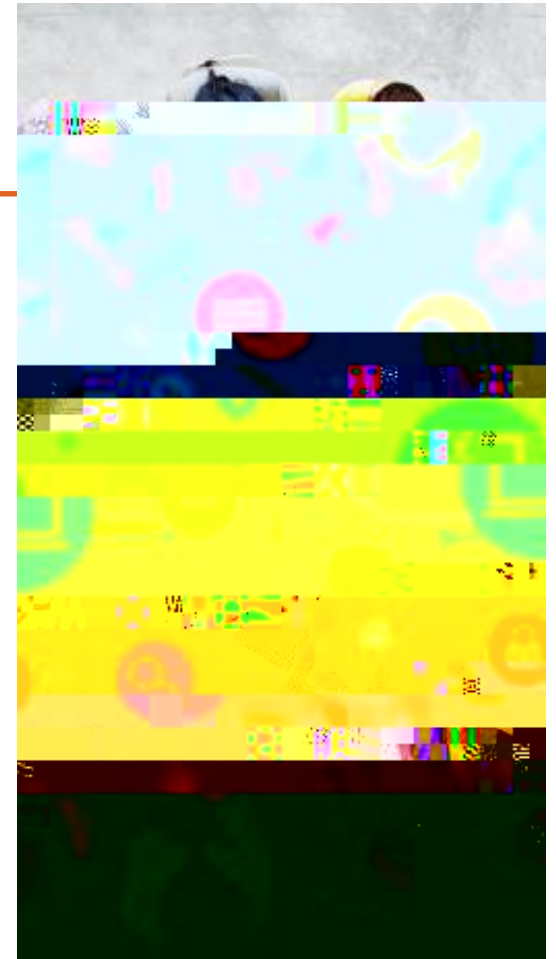
Accommodating

Avoiding

Collaborating

Compromising

Humor



Expect the Best from People

Act as if you expect excellence from people, and excellence may be what you receive

Act as if you expect to be disappointed, and disappointment may be what you get

self-fulfilling

Your Attitude is Contagious!

Try smiling when you greet people

Avoid excessive complaining

We attract to ourselves whatever we focus our attention on



What other ways can you demonstrate a positive attitude to the people around you?

Thank You for Attending
