

Communication Strategies to Discourage

Check the 2 that you really ANNOY you when OTHERS do them during a meeting...discuss.

√	DIS-COURAGER	DESCRIPTION
	Twist arms	Verbal or Coercion. "If we don't come up with the answer at this meeting we might as well forget the whole thing. Now, come on, make up your mind."
	Pull rank	Status Centered remarks: "I don't care what you say. I'm the boss, and I say we'll never solve that problem."
	Give "I'll get you later." look	Staring hard at someone with whom you disagree or dislike. Suggesting that you'll get even with someone.
	Hurl sticks and stones	Verbal abuse or name-calling that is intended to "dig" at someone. "I wouldn't trust you more than a dog." or "That's a dumb idea: just like you'd expect from supervision."
	Give the cold shoulder	Ignoring the opposition. Excluding a particular group member by turning or ignoring their statement. Talking to someone without looking at them.
	Make others pull teeth	Holding things back. Making others constantly work at pulling out your thoughts or comments.
	Create non-verbal drama	Using gestures rather than words to express opposition. Shaking one's head. Turning away from the group, shoulder-shrugging. rolling eyes, or sleeping...
	Cheer-lead	Vigorous agreement with everyone. The "Yes" man. "Yeah, yeah, I like that idea." "Great, great, great!"
	Interrupting /	Constant interrupting and not letting others finish statement or thoughts.
	Monopolizing /	Talking so much that it is difficult for other people to say something.
	Commentating	Having a response to every comment anyone else makes.
	Nay-saying	The eternal pessimist. Always talking about why things won't work instead of helping the group figure out how to plan for success.
	Clowning	Distracting from the agenda or undermining others with excessive humor , lime-lighting and upstaging.
	Competitor	One-up-man-ship. Always has a better story, idea, insight.

Communication Strategies to Encourage

Check the 2 that YOU are really GOOD at doing to Encourage during a meeting...discuss.

√	EN-COURAGER	DESCRIPTION
	Accept opposing views.	Be willing to accept and <i>maintain</i> opposing points of view. Remember, the fact that not everyone sees the world as you do is an asset not a liability!
	Communicate clearly.	<i>Clearly Communicate</i> your ideas so that others understand. Ask the group, "Am I making sense?" or "Do you understand what I'm saying?"
	Listen completely.	<i>Listen</i> completely to the comments of others. Don't be afraid to ask for clarification to be sure you understand. Paraphrasing ("Is this what you mean...") and summarizing ("We have two different ideas to think about, specifically...") helps good listening to occur.
	Criticize ideas, not people.	<i>Criticize the Content</i> of different ideas without criticizing the people behind the ideas. "That solution could create a safety hazard." is a much different remark from "Your solution is dumb."
	Accept criticism	<i>Accept criticism</i> from others on an intellectual rather than personal basis. Remember they are criticizing your idea, not you.
	Share your ideas and opinions.	<i>Share your ideas and opinions.</i> Sometimes this may feel risky, but have confidence in your contributions and value to the group.
	Invite everyone to participate	Help your group make <i>good decisions</i> by making sure that everyone has a chance to give an opinion and that the group has listened carefully to all points of view.
	Stay on the subject.	Keep the group <i>on track</i> by not bringing up unrelated topics. If you have a concern that may get the group off the subject hold it until the present discussion is finished.
	Thank people	<i>Thank</i> people for their efforts and contributions.
	Leave disagreements in the room.	<i>Leave disagreements</i> in the meeting room. At the same time don't bring work disagreements into the meeting unless they are either on the agenda or belong there.

Communication Strategies: Self-Awareness

Which 2 Discouragers would you MOST likely exhibit in a tough or tense situation		Which 2 Encouragers would you LEAST likely exhibit in a tough or tense situation	
#	DIS-COURAGER from page 1	#	EN-COURAGERS from page 2
	Twist arms		Accept opposing views.
	Pull rank		Communicate clearly.
	Give "I'll get you later." look		Listen completely.
	Hurl sticks and stones		Criticize ideas, not people.
	Give the cold shoulder		Accept criticism
	Make others pull teeth		Share your ideas and opinions.
	Create non-verbal drama		Invite everyone to participate
	Cheer-lead		Stay on the subject.
	Interrupting		Thank people
	Monopolizing /		Leave disagreements in the room.
	Commentating		
	Nay-saying		
	Clowning		
	Competing		