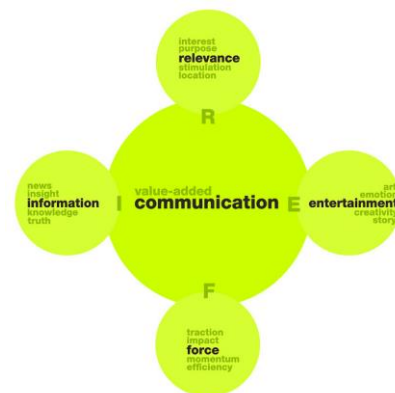


# It's What You Say *and* How You Say It!

[www.pepperseed.org](http://www.pepperseed.org)

## Five Major Means of Communication

- 1.
- 2.
- 3.
- 4.
- 5.



**BABIES/TEENS/ADULTS**

## BACK TO THE BEGINNING (Habits, Heredity, “Hutspah”)

1. Learned and acquired communication traits and styles
2. What the experts say
3. Personal self-quiz

Self Evaluation:  
On a scale of 1-5,  
5= high, 1= low:  
rate yourself



## LET'S PLAY RISKY BUSINESS (Just as in Dealing with Difficult People)

**When there is Conflict**

1. Pick your battles.
2. Win the war.
3. You can't control the outcome, only your moves.
4. Your move usually determines the next player's move!

**Goal: To Build Positive Relationships**

**Please hear what  
I'm *not* saying!**



## REGRETS, I'VE HAD A FEW!

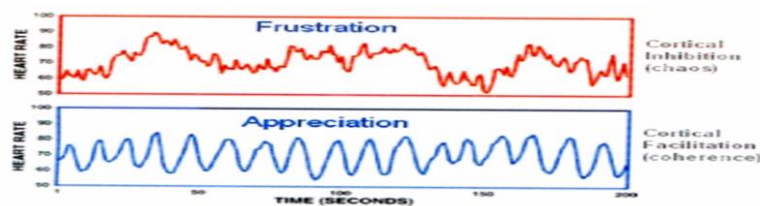
1. Being *right* vs. *right being*
2. From the couch to the bedroom, "Repeat after me."
3. Seek wise counsel

### TRIGGERS:

Types of People  
 Specific People  
 Certain words  
 Situations  
 Attitudes

Stop the old tapes in your head and refuse to listen to those negative voices!

## SCIENCE CONFIRMS MIND OVER MATTER



## ACCEPT THE CHALLENGE

1. De-personalize. It really isn't about you – initially!
2. Kill 'em with kindness (tone and body language.)
3. Exhibit efficacy and professionalism in all things.
4. The art of apologizing
5. Personality styles

**Count to ten!**  
**Body, Mind, Spirit, Will!**

## THE PLACE MATTERS

1. **Non-Verbal Face to Face: Facial expression, gestures and body language**
2. **Verbal: Your voice says it all: in person, by phone.**
3. **Written, Technologically or otherwise: letter, e-mail, text messaging: punctuation matters.**

### In Person, By Phone and On Paper

- “Smile and the world smiles with you... cry and...”
- **One chance for a good first impression.**  
*Appear Open and Confident*
- **A smile puts both you and the other person at ease.**
- **Caution: don't go overboard with this - people who take this too far can seem insincere.**
- **You can “hear” a smile.**
- **Smiley Faces –when appropriate: like it or not.**

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### WHEN CONFRONTED: IF YOU FAIL TO PLAN YOU PLAN TO FAIL

1. **Listen and check for understanding.**
2. **Validate feelings and apologize if injustice was done.**
3. **Calmly explain yourself and make the situation right, if possible.**
4. **Diffuse the situation and buy time, if necessary.**
5. **Help them leave justified, with follow up if appropriate.**



## TACT, SINCERITY, EMPATHY AND PARADOX



### The Four Stages of Learning

- 1. Unconscious Incompetence:**  
We don't know that we don't know.
- 2. Conscious Incompetence:**  
We know that we don't know.
- 3. Conscious Competence:**  
We know that with practice we can change.
- 4. Unconscious Competence:**  
We have gained or unlearned a skillset and no longer have to think about it.

### THE RULES FOR BEING HUMAN

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

# Self Evaluation



On a scale of 1-5, 5= high, 1= low: rate yourself on the following:

1. I have expressive facial expression that I purposely use; it is easily read by others. \_\_\_\_\_
2. I have a pleasant and expressive voice, easily understood. Others usually listen. \_\_\_\_\_
3. Over the phone, I believe I have proper volume, tone and ability to be understood. \_\_\_\_\_
4. My written communication, including e-mails and texts, are rarely misunderstood. \_\_\_\_\_
5. I am usually aware of and able to read body language, in both others and myself. \_\_\_\_\_
6. I rarely raise my voice in anger, or give others, even at home, “the silent treatment.” \_\_\_\_\_
7. I am often told by both family and friends that I am an attentive, good listener. \_\_\_\_\_
8. I have rarely been told that I talk too much or monopolize the conversation. \_\_\_\_\_
9. I rarely curse, criticize or purposely demean others when speaking to them. \_\_\_\_\_
10. In conflict, I believe that I am honest, but diplomatic, and assertive, not aggressive \_\_\_\_\_



TOTAL: \_\_\_\_\_

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Notes