

Bringing Out the Best in Others

Presented by ComPsych® Corporation



Stay Ahead of Performance, Productivity and Health Issues

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Objectives

Describe how attitude and expectations toward others can make a difference

Identify what you can do to set a motivating environment for the people around you

Use supportive communication techniques to get the most out of other people

Discuss how to form positive connections with those around you (even those who are difficult)

Remember the Three C's

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



Characteristics of Supportive Communication

Supportive Communication Characteristics	Defensive Communication Characteristics
Descriptive: messages are factual, clear and specific, without being judgmental	Evaluative: messages carry judgments of right or wrong, good or bad, etc.
Inquiry: invites others into the discussion to work cooperatively	Control: attempts to impose your will on others through power-play, threat or manipulation
Spontaneity: appears as if the conversation is unplanned and free of hidden motives	Strategy: suggests that the conversation has a pre-determined outcome
Empathy: conveys interest and understanding, and is responsive to feelings	Neutrality: shows lack of caring and disinterest in what the other person thinks or feels
Provisional: opinions are conveyed as points of view rather than absolute truths	Certainty: suggests absolute, black and white truth without room for differing viewpoints

Examples

1. “Your work is incredibly sloppy.”
2. “You need to calm down!”
3. “You’ll have a heart attack if you keep eating that way.”
4. “Don’t interrupt me when I’m in the middle of doing something.”
5. “It’s time for you to start doing your share of the household chores around here.”

Understanding the Cause

Lack of power

Unachieved expectations

Beliefs or values are being challenged

Low levels of comfort or safety

Anger or fear

Others?



Recognizing Positive Intent

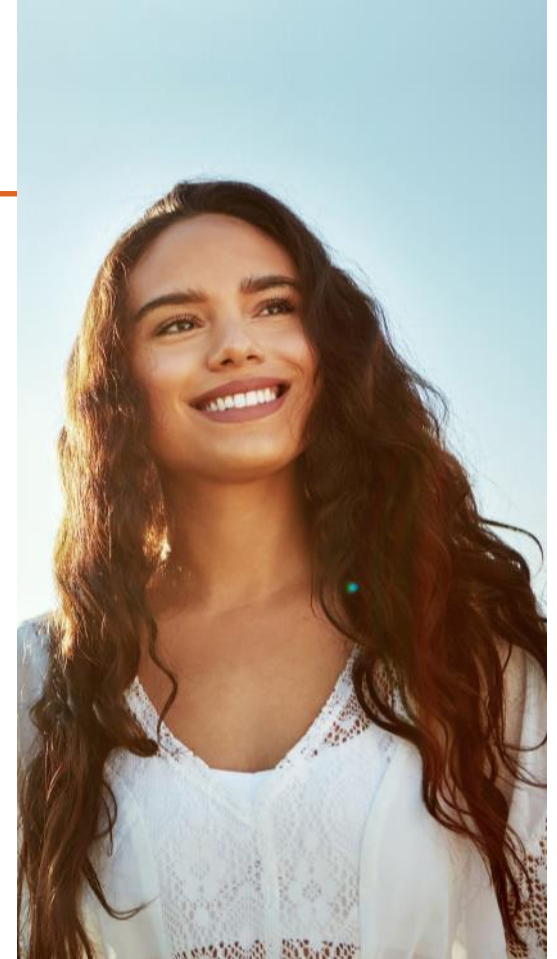
To regain control of a chaotic situation

To get the job done

To gain approval from others

To get attention

Others?



Bifocal Vision Practice

1. A coworker always interrupts to say “That’ll never work” when you bring up an idea at a meeting, and your instinct is to think, “What a rude person!”
2. Your spouse is sitting on the couch watching TV while you are doing dishes, and your instinct is to think “He/she is being so lazy!”
3. Someone rudely speeds in front of you and cuts you off as you’re getting ready to exit the highway, and your instinct is to think, “That jerk doesn’t deserve to have a drivers’ license!”

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

Labels (“overachiever” or “underachiever”) can be self-fulfilling

Avoid being a “naysayer”

Have “bifocal vision”

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

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