



NOVEMBER 2009

VOLUME 1



## IMPACTFUL NEWS YOU CAN USE

### FROM THE EDITOR

One of my most requested training programs is entitled, “**Courageous Conversations that Drive Results<sup>SM</sup>**.” I often wonder why this is the case? Why is it that we struggle with talking through important issues? Throughout my experience, I have found that our emotions are what cause us to elevate a normal conversation to a heated argument.

When it matters most, our emotions become charged and we often do our worst. Worse yet, we feel like we’re right and our behavior is justified.

What types of conversations do you become emotional about?  
What physical signs do you see in yourself, to let you know you are becoming emotional?  
What could the consequences be if you say or do what you want to at that moment?

I find that I become most negatively charged when I feel I am being personally attacked. I also can become defensive when I’m overly tired or feeling stressed out. The unfortunate thing is, I usually show these frustrations when I let my guard down...with my family. So the people I love the most, can tend to be those that get treated poorly at times. The good thing is, I usually realize it rather quickly now, and focus on diffusing it as fast as possible.

Below you will find the skills I use to help me when I am faced with someone showing strong emotions.

### IDEA IN BRIEF

Emotions are perhaps the most profoundly felt sign that a conversation is escalating. When we become emotionally engaged, we often revert to negative behavior - using harsh, damaging words or sending strong, non-verbal messages through body language or subtle actions. These negative actions often have dire consequences.

Let’s say someone has just become really upset with us. What should we do?

1. Apologize
2. Correct the misunderstanding

Let's work through an example:

You decide to talk with a co-worker about the fact that she shared a private matter of yours (ill parent) with another mutual friend, when you asked her not to tell anyone. As soon as you bring up the issue, she clearly becomes defensive and says, "I don't know why it's such a huge secret anyway! When my Dad had a stroke, I told both of you right away!"

In this example, the person does not understand why you shared the private information. Was your intent malicious or caring and heart-felt?

One way to help fix this situation is to first apologize and then correct the misunderstanding.

- "I am so sorry for sharing private information about your parent."
- "I wasn't intending to break confidence with you, *rather* I was feeling helpless and wanted to see if "X" person had any ideas of how we could help you through this."

Hint: When explaining your intent or rationale, be sure you avoid the word "but." Use words such as "rather, instead, however" or simply don't use any word there.

## CONVERSATION & EVENTS

- I've developed a new keynote speaking program entitled, "**The Power of Personal Choice<sup>SM</sup>**." If you've ever wondered why we make the choices we do and how those choices impact ourselves and others...this program will interest you. My message focuses on:
  1. Identifying how we make decisions
  2. Understanding why humans seek pleasure and avoid pain
  3. Questioning choices...are they good or bad?
  4. Learning how our thoughts, whether positive or negative, impact our choices
  5. Recognizing how we can positively influence lives through our decisions
- ASA World Conference: Last month I had the excellent opportunity to speak at the American Staffing Association's World Conference in Orlando, FL. The conference organizer, Tracy Rettie, shared that my presentation was viewed as the best of the day from several experienced ASA members. I am truly honored and have submitted another proposal for next year's conference in Las Vegas.
- LinkedIn: I just got my LinkedIn profile set-up and have found this to be an excellent tool! I am able to connect with colleagues, friends and new professionals through various groups, who have shared tremendous knowledge and resources. Feel free to connect with me if you are interested. Simply go to my "Let's Connect" page on my website at: <http://www.thinkimpactsolutions.com/letsconnect.html>.
- ASTD N.E.W. Chapter Meeting: I recently attended a NEW ASTD Chapter meeting (Northeastern WI). The presenter was Ed Betof, the author of "Leaders As Teachers." He shared his views on how an organization can best utilize their internal talent to foster development in others. It was very interesting. Last fall, I facilitated a program for this ASTD Chapter as well, entitled Think on Your Feet<sup>®</sup>. It went over really well and I have been welcomed back to do a keynote presentation in 2010. I am very much looking forward to it! I will let you know the date once it has been solidified.