

Fall Music School – Nov 2015

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TECHNIQUES FOR IMPROVED PEOPLE SKILLS!

1. Respect everyone's right to have differing ideas, values or opinions
2. Accept that there will always be critics
3. Find common ground
4. Emphasize the positives
5. Validate the feelings that are being revealed
6. Stick to the facts
7. Discuss the behavior, not the behavior

8. Practice good listening skills

Good Listener – FAD – Focus, Accept & Draw Out

Non Listening Behaviors – Interrupting/Instant Advice Giving”Me Too”

9. Try an “I Feel Statement”

Three Responses:

1) Hold it In

2) Get it all Out

3) Communicate – Tool – “When you.....(describe the behavior)

“I Feel/Felt.... (identify a feeling)

“Because....(explain the reason for your feeling
without blaming)

10. Diffuse the anger

11. Don't lose your cool

Use RID:

R – Recognize your own anger signals

I – Identify something positive
D – Do something constructive to calm down

12. Think before you speak

T – True
H – Helpful
I – Inspiring
N – Necessary
K – Kind

13. Be aware of volatile language

14. Keep your duties clear

15. Admit when you are wrong. Ask for forgiveness and give it to others

16. Use specific praise

Vague – you look nice today
Specific – I love the way the colour brings out your eyes

17. Never underestimate the power of the personal touch

Sweet Adelines International
Karen Breidert