

Verbal Strategies With Authority & Tact
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Verbal S.W.A.T.:
Strategies With Authority & Tact
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Communications

- ◆ May be defined as exchanging thoughts, emotions, ideas, opinions, with another person
- ◆ Communications dictates that there is a speaker, a message, a message delivery style and a listener
- ◆ Although speech is important in a message it is a very small part of the listeners interpretation of the message


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The A B C'S of Communications

- ◆ There are only three things we can control in our lives.
- ◆ Affect
 - Emotional Response
- ◆ Behavior
 - Your body language after emotion takes over. A physical reaction to a received stimuli.
- ◆ Cognition
 - Your thought process after receiving stimulus from what you taste, feel, smell, hear or see

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Eye Contact: You Looking At Me?



- ◆ Don't stare
- ◆ Maintain eye contact without being aggressive
- ◆ Make eye contact 60-80% of the time
- ◆ Head nods and minimal encouragements should be used
- ◆ LOOK INTERESTED®
- ◆ Eye contact drill


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Active Listening Techniques Minimal Encouragements

- ◆ You can show Minimal Encouragements with both your body language and some brief verbal responses
- ◆ Use simple phrases like "I see", "I understand", "That must be frustrating"
- ◆ Nodding your head in agreement or tilting it in empathy shows the speaker that you are paying attention and that you care.
- ◆ They want attention and this is a way to give them some.
- ◆ Minimal Encouragements Drill

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Empathy

"Empathy is the listener's desire and effort to understand the recipient of help from the recipient's internal frame of reference rather than from some external point of view, such as a theory; a set of standards, or the listener's preferences".

Communication in Organization, by Dalmir Fisher


In other words, step out of your shoes and into theirs!

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Do You Have Power or Authority?

◆ Power is self perceived

Authority is granted



WHICH DO YOU EXHIBIT?

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Communication Do's & Don'ts

◆ Don'ts

- Say always or never
- Interrupt
- Yell or lose control
 - The difference between aggressiveness and assertiveness is CONTROL!
- Accuse
- Distort facts
- Use the word "But..."
 - Learn to take the "But" out of your mouth
 - It erases everything said before it
- Put your personal safety at risk

◆ Don't let it get personal!

- Make it personal, don't take it personal


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Communication Do's & Don'ts

◆ Do's

- Remain calm
- Listen intently
- Be empathetic
- Take notes
- Stay focused on the eventual goal
 - Don't get caught up in diversion tactics
- Watch their body language!
- Be willing to admit you are WRONG!☺
- Look at verbal diffusing as a test of your skills not as a test of your patience!


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**Personal Safety Strategies
Face to Face**

- ◆ The best intervention with the potentially violent person is **NO INTERVENTION! LEAVE!**
– You don't have to win today☺
- ◆ You don't have the training to deal with physical attacks
- ◆ You are not encouraged to engage in physical contact except for self-defense or defense of others. (If you choose to and as a last resort)
- ◆ Distance is the key to safety
- ◆ Use natural obstacles if possible
- ◆ Stay near an exit
- ◆ Leave them an escape route
- ◆ Trust your gut instincts!


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**Personal Security Begins With
You!**

- ◆ Your best safety plan begins with understanding the environment you are entering, being aware of your surroundings, possessing good verbal skills and knowing what your own limitations are.
- ◆ Practice your verbal skills in non-crisis so that when crisis strikes you will be less affected

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**Will You Be Ready When Verbal
Violence Knocks On Your Bus
Door?**

*It is better to have strong
verbal conflict resolution
skills and not need them than
to need them during conflict
and not have them!*

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