

Communication Tips

1. Focus on external evidence, not on hearsay or interpretations of intentions. Use neutral language to describe behavior.
2. Take positive action despite what other people are doing.
3. Move towards your own better behavior—next and instead!
4. Communication is not give and take, it is give and seek!
5. Don't get angry; get interested.
6. Stay unconditionally constructive.
7. Ask people for their preferences when you are not communicating well.
8. Mistakes are information.
9. Seek feedback from everyone: What should you be doing differently?
10. Decide how to handle mistakes before they happen.
11. Become more influential: negotiate, document and evaluate.
12. Renegotiate your personal contracts, so you are not compensating emotionally in the workplace for chronic home problems.
13. Create your own compelling workplace future; keep looking for your next customer/adventure. Actively job-hunt!
14. Stay level: relaxed, alert, good-humored. No sarcasm.
15. Speak only for yourself; respond directly to other people.
16. Participate instead of lurking.
17. Discuss a negative event only with the person with whom it happened.
18. Assume you are part of the problem and part of the solution.
19. Stay in the present moment; work for the better future
20. If you don't know what to do, stay civil.
21. Find joy every day in your life.
22. Set other people up for success; start with small steps.
23. Find the good in others.