

Speaking with Strength Tips

COMMUNICATING DURING CONFLICT

- Stand your ground - be assertive, not aggressive
- Be specific and clear
- Maintain eye contact
- Stay calm (slow down & breathe)
- Non-threatening body language
- Use their name
- Allow silence
- Actively listen and acknowledge
- Show empathy and shift perspective

TRIANGLE TALK

I understand...

I agree...

I have an idea...

Don't ask yourself:

- Who is right?
- Who is wrong?
- How can I win?
- What are they trying to do to me?

Do ask yourself:

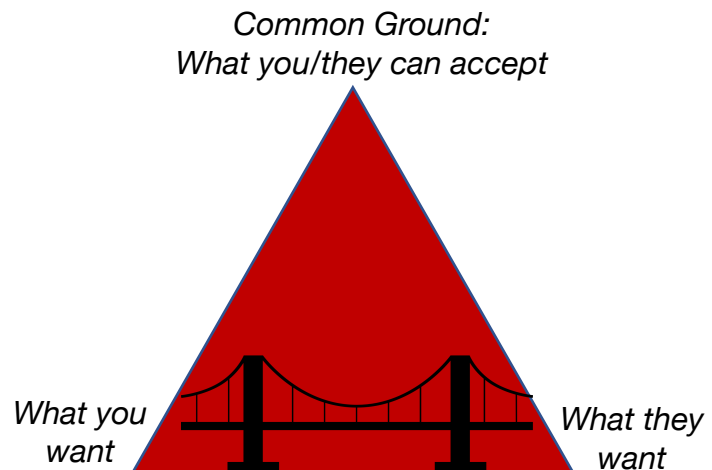
- What specific result do I want in this situation?
- Would any objective person be able to tell whether I got what I wanted?

Make them feel heard

- Ask questions. Don't guess.
- Rephrase and clarify.
- Play detective.
- Accept where they are.

Propose action they can accept

- Speak to their needs first.
- Turn the conversation back to what they want, their experiences, and their reactions.
- Be fair and reasonable. Don't propose something that insults them.
- The point is to achieve your goals, not prevent others from achieving theirs.



Speaking with Strength Tips

BODY LANGUAGE

- Have a strong posture; stand if possible
- Balance your stance; be open to the audience
- Be big enough to be visually accurate for the room
- Use your hands to describe, punctuate and emphasize
- Keep hands at your sides or out from your waist with bent elbows when not in use
- Practice deliberate and meaningful gestures

EYES

- Lock eyes with someone before starting. No eyes, no noise
- Finish a thought eye-to-eye
- Recognize non-verbal feedback
- Use pauses to regulate rate of speech
- Eliminate non-words
- Be aware of scanning or flicking away

VOICE

- Pump up the volume; be louder than you think you should be
- Take a short pause instead of using a non-word
- Emphasize key words and phrases; ‘park’ a pause
- One thought per breath
- Start and end each thought with strength
- Remember to BREATHE

LEAVE BEHIND

- Upspeak / Uptalk – where your voice rises in pitch at the end of a declarative sentence, making it sound like a question
- Hedge words – words and phrases that diminish your power such as: Sort of | I guess | Probably | Just | Actually | Kind of | I think/I suppose | Does that make sense?
- Overly couching your position or opinions using phrases such as: “I’m no expert,” or “I not prepared to say anything, but...” or “I’m sorry, but...”