



Improving Communication: Action & Results

GETTING YOUR POINT ACROSS	
BEING A CHANGE AGENT	As a leader your skills and opinions are valued by others. But there may be times when others will not agree with you. Always check and double-check your facts so that you can back up your ideas and opinions.
WHEN OTHERS DISAGREE	<p>It is not personal – unless you have been a loud mouth and were obnoxious. Ruling that out, remember it's okay if someone disagrees with you. Understand that people believe what they do, based on what they know to be true, what they have seen, what they have heard. If you are presenting something that's totally new to them, rarely can you change their mind in a few minutes. Think about why they have this opinion?</p> <p>People usually say no when they do not have enough information to persuade them to say yes. You have to figure out what's in it for them to change their minds. Sometimes you may have to just agree to disagree and respect that you can not come to a mutual understanding.</p>
GETTING OTHERS TO CHANGE THEIR MINDS TALKING IT OVER	<p>NO is based on a decision from a previous experience.</p> <p>A "NO" can become a "YES" when you use 4 key points: tone, facts, flexibility, and timing.</p> <p>TONE: Keep your voice calm and your body language positive.</p> <p>FACTS: Make sure you know what you are talking about and keep the conversation focused on solutions not blame.</p> <p>FLEXIBILITY: You may have to give in a little every now and then to make progress. That's called a compromise – which many smart people do.</p> <p>TIMING: Make sure that the people you are talking to have the time to listen. If they don't they won't be able to pay attention or be really attentive. If you need to schedule a time to talk, select a time when it's convenient for all of you.</p> <p>Allow time to share ideas and try to point out where you agree and points where you want to agree.</p> <p>If the people can't talk to you or don't want to, switch gears and write to them.</p>

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<p>GETTING OTHERS TO CHANGE THEIR MINDS</p> <p>WRITE A PROBLEM SOLVING LETTER</p>	<p>It helps to put your thoughts in writing so others can think about what you have to say – or – to get your ideas to the person who has the power to make a decision.</p> <ul style="list-style-type: none"> • A powerful letter is only one page, and it starts off with a positive comment. • The second paragraph brings up the problem and why this is an issue for you. • The third paragraph quickly moves into a solution based on facts. (It's helpful to add web sites that can back up your facts.) • The closing should be polite and say something like, "I look forward to your response and hope we can come to a mutual agreement." • And the last piece of information to include is how you can be reached: phone (what time, days), email and mailing address.
<p>WHAT DOES YOUR MENTOR THINK?</p> <p>SEEK ADVICE, NOT A FIGHT</p>	<p>Do you have someone you can talk to who may have more information or experience and who is willing to provide some guidance?</p> <p>If so, talk about the issues and your plan of action with your mentor before any confrontation. This person may be able to offer some tips that will help you get closer to solving the problem.</p> <p>Listen your mentor's advice and then think about what YOU want to do and how to handle the next step.</p> <p>A wise person talks less, listens more, and learns a lot.</p>
<p>NO MATTER HOW IT GOES</p> <p>SAY THANK-YOU</p>	<p>No matter how the conversation ends, always thank the person for their time.</p> <p>When possible follow-up by sending a short note or email.</p> <p>The note or email gives the people something to think about and also sends a message that you are professional.</p>

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