Communication Solutions

Attitudes, Breakdowns & Conflict Resolutions

Judy Kay Mausolf

Guidelines

• Safe & Sharing Environment
• Create as a Team
• Frame & Display

Breakdowns & Resolutions

• Personal Truths
  o B.O.A.T.
    ▪ Right/Wrong
    ▪ Assumptions
• Invisible Elephants
  o Eggshells
    ▪ Hurt Feelings
    ▪ Judgment & Criticism
    ▪ Retaliation
• Emotional Reactors
  o Emotional Reaction Cycle
    ▪ Something Happens
    ▪ Assign Meaning
    ▪ Creates Feelings
    ▪ Drives Reaction
• Sarcasm
  o Sharp & Ironic Utterance
  o Designed to Cut or Give Pain
  o Plants a Seed of Doubt
  o Most Insincere Form of Communication
• Poison Triangle of Mistrust
  o Define
  o Set & Agree On Standard
  o Establish Word
• Conflict Resolution
  o Performance Dialogue – Why?
    ▪ Training
    ▪ Expectation
    ▪ Communication
- Behavior
  o Conflict Resolution Steps
    ▪ Forgive
    ▪ Focus on The Future
    ▪ Consequences

Meetings
- Vision Meetings - Yearly
- Workshops – Quarterly
- Team Meetings – Monthly/Bi-Monthly
- Huddles - Daily

Attitudes
- 9 Attitude Adjusters
  o 1. O.R.A.N.G.E. – Law of Attraction
  o 2. Smile & Shine Band - Choice
    ▪ http://www.practicesolutionsinc.net/products.html
  o 3. S.P.F.
  o 4. Labels - Interesting
  o 5. Ray for the Day
    ▪ www.facebook.com/judykay.mausolf
  o 6. Check Buddies
    ▪ www.OrientalTrading.com
  o 7. Book Club - Positive Meeting Topics - Rise & Shine & TA-DAH!
    ▪ http://www.practicesolutionsinc.net/book.html
  o 8. Kudos Environment/Wand
    ▪ www.AmandaGore.com
  o 9. Celebrate
    ▪ Physiology Changes Psychology
    ▪ Body Patterns
    ▪ TA-DAH! – Victory Pose

Notes:
Business Name: 

Name / Position: 

Address: 

City:    State:     Zip: 

Phone:                     Fax:       Website: 

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I would like more information regarding:
  ☐ Rise & Shine Culture Camp
  ☐ Keynote/Presentations/Referral Gift Seminars
  ☐ Retreat
  ☐ Telephone/Webcam Coaching
  ☐ Booking Judy Kay at our next meeting/conference
  ☐ Judy Kay’s Books: Rise & Shine and TA-DAH!
  ☐ Other ________________________________

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