



...newsletter

March 5, 2008

CONFRONTATION DOESN'T NEED TO BE A DIRTY WORD

So why confront? If you are a manager of people sometimes it is necessary to step in and facilitate change for the better. Creating a feedback culture is the first step. However, when people are being inefficient or ineffective in the work place, or are discounting you, somebody else, themselves, or a problem, **caring confrontation** invites them to change their behaviour. It is important that this is done respectfully using clear straight communication skills in a sensitive and elegant way. This is where NLP is so effective.



Here are some useful pointers:

Be congruent and say it straight. If you are angry, the tone of your voice, the words you use, your facial expression, and body language must be aligned.

Assume personal responsibility for your own thoughts and behaviour and use ownership versus non-ownership phrases, e.g. **"I get angry when..."** or **"I feel hurt when..."** rather than, *"You make me angry"*, or *"You hurt my feelings"*. If **you** make me angry what can I do about it? I have given you the power to determine how I feel and that's not a good idea.

Remember – no person, thing, or situation really has the power to 'make' you or me angry. Situations or people have only the power to invite or influence. You have a choice!!!

Respectful confrontation is best done on a one to one basis, not in front of others.

Ask for permission – for example, **"I have some feelings about something you have done. Are you up for lending me an ear?"** Or **"I'd like to understand more about your thinking in that area, could we talk more about that now?"** By asking permission people feel safe, acknowledged and respected.

This is a really important technique when you want to get more personal in a conversation. Asking permission is equally important when you are phoning a colleague or client. Simply by saying **"I really would like to talk to you about Is now a good time?"** If now is not a good time ask, **"When would be better for you?"** You are giving this person respect and choice.

Confronting people gets most successful results when people also get positive feedback. Try pairing authentic positives with negatives when giving constructive criticism. E.g., **"If you had handled the client the way you usually do I'd have no complaints."** Remember – leave the person's identity intact, you are only criticising their behaviour.

Remember that do's are better than don'ts – always ask for what you want, e.g.

"Listen to customers when they complain, gain and maintain rapport and let them know that you understand" rather than "Don't handle customers that way".

If you are going to be angry make sure you express this when you are likely to be heard.

To handle anger well follow this pattern. *"I tell you how I feel about what you are doing, and I ask for what I want instead".*

When a person repeatedly does the same inappropriate or ineffective thing or appears to have an ongoing detrimental attitude, it is time to have a discussion with the person. If people don't change their ineffective behaviour, then you need to put more creative energy into inviting them to change. (The solution thinking model and meta programmes could be a good place to start.) Remember the NLP presupposition, **"The meaning of the communication is the response it gets"** and do something different - do anything different!

Remember people change when they feel *uncomfortable* with *their* behaviour or with other peoples' *responses* to *their* behaviour. It is up to you to maintain your positive self-confident state. Avoid being aggressive and challenging the person you are confronting. Your outcome has to be a win-win solution that allows the other person to win by changing his behaviour.

When people won't change and you aren't willing to accept this it is time to stop communicating with them on the matter. Remain polite and communicate normally in every other way rather than rejecting them out of hand. You leave the door open for future discussions and another opportunity to demonstrate your flexibility to yourself and your staff. This person then becomes a gift that will enable you to become a more efficient and effective manager.

I hope you find these chunks of information useful. If you would like to improve your people skills here is some information about a course I am running next month. Can I enlist your help? Will you please pass this information out to anyone you think might be interested?

For course details and any further information email:
sheena@changingperceptions.org.uk

THE ELEGANT INFLUENCING SKILLS OF NLP

This certificated two day course is an introduction to NLP. It focuses primarily on effective communication techniques that are designed to complement your existing skills and to give you the edge in your area of expertise.

Why would this course be of interest to you?

Have you ever wondered what it would be like to have the ability instantly to create a climate of trust and understanding, and to have the personal confidence to be able to speak to anyone, any time, anywhere? Would it be of value to you to know that never again would you have a difficult person to deal with?

What you will learn on this course?

- The NLP communication model - what we think about and what we feel and how that affects our behaviour
- Well formed outcomes and solution thinking
- How to create instant rapport and trust and how to use rapport as a form of influence
- How to speak your client's language
- Precision questioning or how to ask a better quality of question

How is the course presented?

This hands on 2 day course runs over two consecutive Saturdays. It is a combination of theory and practical experiential exercises designed to allow participants to try on these models of excellence and to take away and run with what works for them.

What if this stuff really works?

Imagine where it could take you in your business. Imagine where else you could use this: your personal life, relationships, even being able to speak to those teenage children! The possibilities are limitless.

COURSE DETAILS

WHEN - This two day course runs on two consecutive Saturdays, 12 and 19 April 2008.

WHERE - The venue is the Stewart Room in the Windlestrae Hotel, Kinross.

TIME - The course runs from 9.30am to 5.30pm each day. Lunch is not included in the cost. Tea coffee etc will be available mid morning and mid afternoon. The hotel does provide bar lunches.

COST - Â£175.00 for the two days and includes all course materials, handouts and certification.

NUMBERS - For this course to be viable we need a minimum number of ten participants.

WHO - This course is for anyone wanting to enhance their interpersonal skills whether in business, the professions, caring services or therapies.

COURSE TRAINER - Sheena Wheatley, of Changing Perceptions, is a certified Trainer of NLP. For further information go to <http://www.changingperceptions.org.uk>.

WHAT PEOPLE SAY ABOUT SHEENA'S TRAINING

"I first met Sheena in 2005 when she was delivering a seminar at the Law Society of Scotland. One had the sense that everyone's eyes were being opened to a whole new level of communication. There is no doubt in my mind that Sheena's seminar has allowed me to improve the ways in which I communicate with my clients. (I recently arranged for Sheena to give a seminar to a wider group of solicitors including a first year trainee solicitor and a solicitor with over 25 years experience. All found the session very valuable and gave excellent feedback.) I cannot recommend this training highly enough." - Matthew Auchencloss, Director, Public Defence Solicitors' Office, January 2008.

For more details, visit <http://www.changingperceptions.org.uk>.

A booking form is available at <http://www.changingperceptions.org.uk/pdf/BookingForm2008.pdf>.

Sincerely,

Sheena Wheatley

Changing Perceptions

email: sheena@changingperceptions.org.uk

phone: 0131 220 0037

web: <http://www.changingperceptions.org.uk>

Changing Perceptions | 51a Frederick Street | Edinburgh | United Kingdom

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