NASTY NEGATIVES & PEACEKEEPING POSITIVES
PHRASING CAN MAKE THE DIFFERENCE!
A 60-minute Webinar

Read each of the following statements and circle anything that makes it a “negative.” Then change the statement from negative to positive...

1) You failed to supply us with adequate information, so we will be unable to give you a card.

2) Why didn’t you return the video on time?

3) You’ll have to call back tomorrow to see if we got it.

TONE

THE IMPORTANCE OF YOUR TONE AND BODY LANGUAGE

<table>
<thead>
<tr>
<th>Tone of Voice</th>
<th>Body Language</th>
<th>Words</th>
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</thead>
<tbody>
<tr>
<td>38%</td>
<td>55%</td>
<td>7%</td>
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Face-to-face:
Tone of Voice = 38%
Body Language = 55%
Words = 7%

Over the phone:
Tone of Voice = 86%
Words = 14%

Notes to self!
1) If you want to strengthen your ability to “keep the peace,” you’ll need to focus on your own
______________________________________________________________.

2) The two components that can be most helpful in doing so are ______________________________ and
______________________________________________________________.

3) As you develop your self-awareness, what emotions might you notice that you are experiencing when
you’re in the middle of a “nasty negative” encounter?
______________________________________________________________
______________________________________________________________

4) To overcome those emotions, consider the following:
   a. Choose your ________________________________.
   b. Don’t ________________________________.
   c. Keep it ________________________________.
   d. Develop your ________________________________.
   e. Take a ________________________________.
   f. When you can, schedule ________________________________.

5) Understand that you can never ________________________________ with a negative person.

6) You don’t have to be ________________________________ to hold your ground.

7) You don’t have to attend every ________________________________ you’re invited to.

   Instead of:  Do this instead:
   arguing  ________________________________
   absorbing  ________________________________
   over-analyzing  ________________________________
   stewing  ________________________________
   sinking  ________________________________
   taking it personally  ________________________________

8) Don’t forget to really ________________________________.

   In the future, I will lessen “nasty negatives” and increase “peacekeeping positives” by
   ________________________________________________________________