



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...

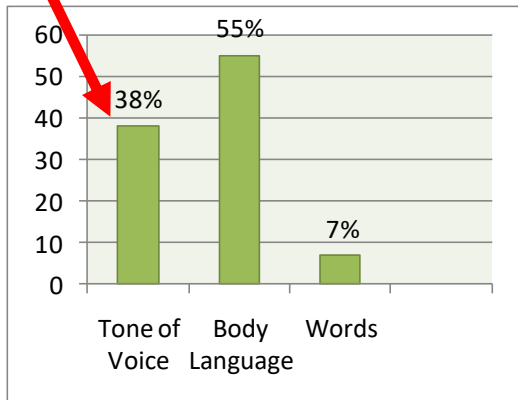
1) *You failed to supply us with adequate information, so we will be unable to give you a card.*

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

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

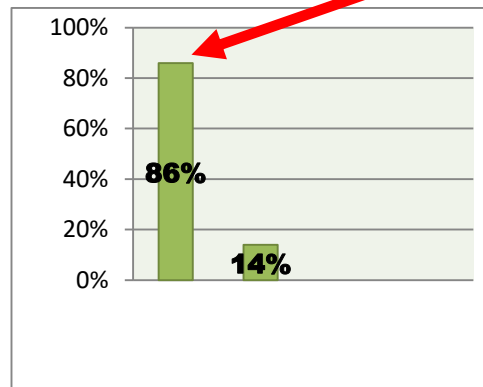
TONE

THE IMPORTANCE OF YOUR TONE AND BODY LANGUAGE



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:

- arguing
- absorbing
- over-analyzing
- stewing
- sinking
- taking it personally

Do this instead:

8) Don’t forget to really _____.

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

