

National Business Aviation Association 2017 Schedulers & Dispatchers Conference

Breakout Session – February 8, 2017

“If You Can’t Say Something Nice,
What DO You Say?”

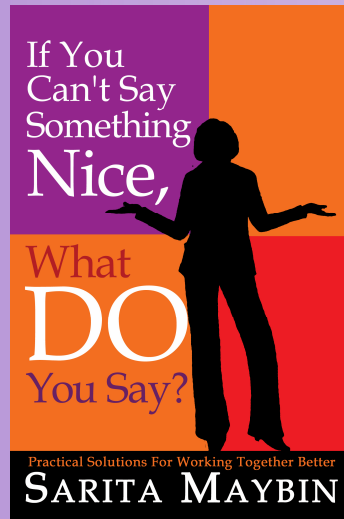
Sarita MAYBIN

MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT, AND AUTHOR



@SaritaMaybin

“If You Can’t Say Something Nice, What DO You Say?: Practical Solutions for Working Together Better”



Based on Sarita's book

USE A.I.R. TO GIVE NEGATIVE FEEDBACK DISCUSSION & PRACTICE

Awareness

Impact – So what?

Request – In your heart of hearts...



CONFRONTATION DO'S AND DON'TS

DO use consultative phrases.

(DON'T dictate or demand.)

What do you think about...

Would you consider...

DO seek clarification.

(DON'T assume that you understand.)

Let me make sure I understand what you're saying...

In your opinion, how should we resolve this?

DO take ownership of your part in the conflict.

(DON'T blame.)

I'm concerned...

I would prefer...

DO maintain a sense of humor.

(DON'T take yourself so seriously!)

SENSE OF HUMOR HELPS



- Sarita's Humor Winners
- Coping and Connecting thru “inside jokes”

SETTING BOUNDARIES WHEN OTHERS MAKE DEMANDS

Three Ways to Say **NO** Nicely:

1. Compliment + NO
2. Empathy + NO
3. Choose to say NO

Guilt-free **YES**: “*When,*” “*If,*” “*As soon as*”

WORKING TOGETHER BETTER – ROLES TEAM MEMBERS PLAY

1. Task
2. People/Relationship
3. Anti-Group

WORKING TOGETHER BETTER – ROLES TEAM MEMBERS PLAY

>>SMALL GROUP ACTIVITY<<



*“If you don’t like something, change it.
If you can’t change it,
change your attitude.*

Don’t complain.”

-Maya Angelou



THREE P's FOR STAYING POSITIVE

- Personal
- Permanent
- Picture

RESOURCE:

Book -

Learned Optimism

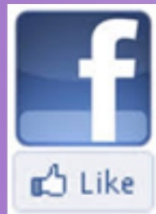
Dr. Martin Seligman



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