

# Communication Solutions

## *Attitudes, Breakdowns & Conflict Resolutions*

Judy Kay Mausolf

### **Guidelines**

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

### **Breakdowns & Resolutions**

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

- Behavior
- 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
  - 1. O.R.A.N.G.E. – Law of Attraction
  - 2. Smile & Shine Band - Choice
    - <http://www.practicesolutionsinc.net/products.html>
  - 3. S.P.F.
  - 4. Labels - Interesting
  - 5. Ray for the Day
    - [www.facebook.com/judykay.mausolf](http://www.facebook.com/judykay.mausolf)
  - 6. Check Buddies
    - [www.OrientalTrading.com](http://www.OrientalTrading.com)
  - 7. Book Club - Positive Meeting Topics - Rise & Shine & TA-DAH!
    - <http://www.practicesolutionsinc.net/book.html>
  - 8. Kudos Environment/Wand
    - [www.AmandaGore.com](http://www.AmandaGore.com)
  - 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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- Judy Kay's Books: *Rise & Shine, TA-DAH!* and *Delivering W.O.W Service!*
- Other \_\_\_\_\_



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