

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
 - 6. Check Buddies
 - 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
 - 9. Celebrate
 - Physiology Changes Psychology
 - Body Patterns
 - TA-DAH! – Victory Pose

Notes:

Business Name: _____

Name / Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Website: _____

Yes! I would like to receive the positive & powerful practice management tips in your complimentary monthly e-zine "Show Your Shine"!
E-mail me at:
E-mail address: _____

I would like more information regarding:

- Rise & Shine Culture Camp
- Keynote/Presentations/Referral Gift Seminars
- Leadership/Advisory Coaching
- Retreat
- Telephone/Webcam Coaching
- Booking Judy Kay at our next meeting/conference
- Judy Kay's Books: *Rise & Shine, TA-DAH!* and *Delivering W.O.W Service!*
- Other _____



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