

## COMMUNICATION PART 10

Have you ever experienced the Daaaa-Syndrome when doing a group presentation? Meaning—what do I say and how do I say it?! Do this--Go into a room by yourself, and spend 2-3 minutes posturing—leaning forward and maybe with hands on your hips or the object in front of you. Then, think and say words of support, encouragement, and power to yourself as you look at yourself in the mirror. Now say the “power words” to the mirror that you plan to say to your audience. Then say to yourself, “I can do this!” –“I am in control”-- and these people will hear, understand, and respond to what I say!” Take deep breaths, stand tall, think positive thoughts, and, yes, even tell yourself you are “great” and “in control.” And—then, away you go to do just what you have spent the last few minutes preparing yourself to do. Know this—you can do and be what you want to be as a leader in the face of any challenging group—and never be intimidated by hostile glances or comments!

Redirection: There are times when a person will want to talk about something that you do not want to talk about for some reason. You can listen to them, but you do not need to respond. The skill of redirection is to change the conversation’s direction to something else. You can often take the topic you do not want to discuss and turn a question back to the person by changing the subject altogether. Remember—if you are skilled at this, you will not have to answer anyone’s question(s) presented to you unless you want to answer the question(s). Haven’t we heard some politicians do this? Use redirection in conjunction with the other skills described by this author and learn to make the conversation about what is essential to the other person.

Personal Space: Your personal space is the area around you that you consider your own space. Entrance into the periphery of another person’s personal space often frightens and disturbs a person. Some people do not like to be touched or shake your hand. Watch for the extension of the arm and hand to shake hands—it will tell you the distance desired to maintain a person’s personal space. Then, some people do not like to be touched, so observe for the first invitation to shake hands.

Confrontation: A conflict confrontation is an approach to communication that is often difficult for some people. It requires that you have a good self-image and be fearless regarding the other person’s response. Success is due to your ability to use the previously stated techniques as you converse with another person. The objective is to intellectually understand what is going on and end with a resolution to an identified problem. It is alright to make a personal stand on a topic, and it is better to share (than not share) your perspective on an issue and then try to understand the other person’s position on the issue. If the person you confront becomes defensive, listen. If you do not understand, clarify what you do not understand. Compromise helps produce a common positive outcome. Sometimes, you cannot win the total war—take a deep breath and try to compromise.

Remember, you do not confront another person to become argumentative but to understand better and solve what you consider a possible problem. **YOU WIN WHEN THE OTHER PERSON CHANGES THEIR MIND OR BEHAVIOR TO YOUR LIKING BECAUSE THEY DECIDED TO CHANGE—not that YOU insisted on the change.**

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