



## **Communication Strategies when under NITs attack**

Successful resolution of difficult situations requires great communication skills. The aim is to use positive and constructive communication that leads to problem solving with all parties maintaining integrity, respect and teamwork.

As the person being attacked, you are in the position of being judge, jury and defendant all at the same time. While wanting to maintain your integrity, you are also trying to maintain good relations with the other party and achieve a win-win solution whilst solving the underlying problem. This takes some fancy footwork on your part and we are about to share with you those gems that will give you those skills.

### **Firstly,**

LISTEN – Effective communication means that two-way communication occurs. So, listening is just as important as effective speaking. As the old saying goes, “You have two ears and one mouth, so listen twice as much as you speak.”

### **Secondly,**

You need to ASK QUESTIONS in a calm manner to precisely define the problem. Speak softly and clarify the exact details of who said what and who did what. Get information from multiple parties to get confirmation or different views of the event so you have the exact details of what has occurred or been said. This is often different from what the negative person is claiming. This approach is to avoid making statements before you have all the relevant information, so continue to ask questions until you get all the answers.

### **Finally,**

Stay calm and maintain a class act, and if things get more heated, slow down the process even more. Speak more softly and calmly and this should influence the process positively.

Another useful phrase is:

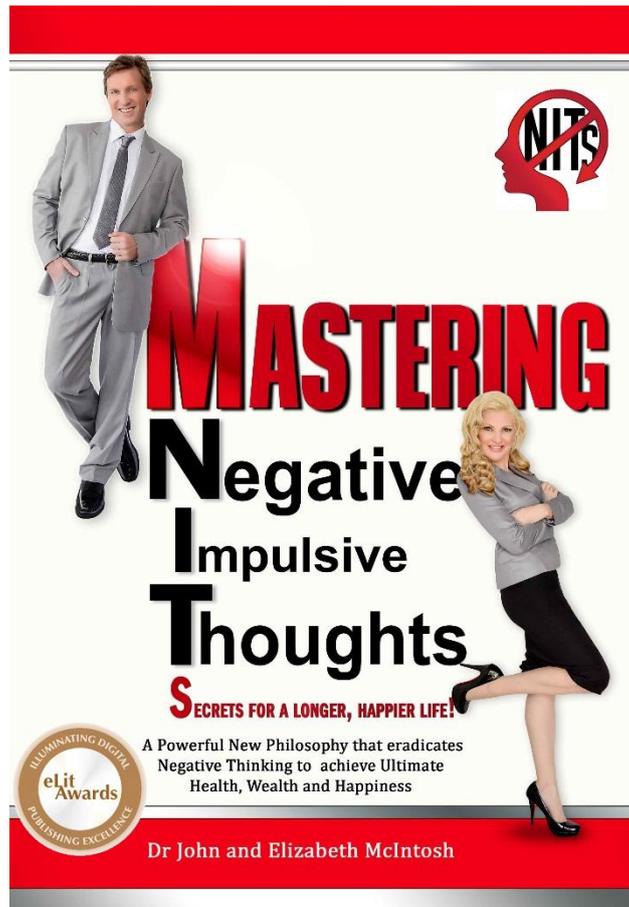
“Have you considered.....” This is offering the possibility that there may have been something that they have overlooked or that they may not have all the information.

If you are coming up against major resistance, try the phrase: “Are you willing to consider....” This is a good phrase when individuals are adamant that they know all the truth and all the facts. Using this phrase begins to unravel the fixed view and if they are not willing to consider anything, it also shows them up as being unreasonable, biased or one eyed.



The Award-Winning Mastering NITs book is available through Amazon or online at

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