

## TWO-WAY COMMUNICATION: SPEAKING AND LISTENING

### 1. Strategies to Discourage

A	B	DISCOURAGERS	DESCRIPTION
		Twist arms	Verbal or Coercion. "Come on! Make up your mind or forget the whole thing!"
		Pull rank	Status Centered remarks: "I don't care what you say. I'm the boss."
		"I'll get you later."	Staring hard at someone with whom you disagree or dislike with negativity.
		Sticks & stones	Verbal abuse or name-calling to "dig" at someone.?" "You're wrong!" "Idiot!"
		Cold shoulder	Ignoring by turning away or ignoring their statement. Talking without eye-contact.
		Pull teeth	Holding back. Making others constantly work at pulling out comments.
		Non-verbal drama	Gestures to express opposition. Shake head, turn away, shoulder-shrugging. roll eyes,
		Cheer-leading	Vigorous agreement with everyone. Yes person. "Yeah, yeah, great, great, great!"
		Interrupting /	Constant interrupting and not letting others finish statement or thoughts.
		Monopolizing /	Talking so much that it is difficult for other people to say something.
		Commentating	Having a response to every comment anyone else makes.
		Nay-saying	The eternal pessimist. Always talking about why things won't work
		Clowning	Distracting from the agenda or undermining others with excessive humor, etc.
		Competitor	One-upping. Always has a better story, idea, insight.

Column A: Check two Discouragers that really **ANNOY** you when **OTHERS** do them.

Column B: Check two Discouragers would you **MOST** likely exhibit in a tough or tense situation?

### 2. Strategies to Encourage

A	B	ENCOURAGERS	DESCRIPTION
		Accept opposing views.	Be willing to accept and maintain opposing points of view. !
		Communicate clearly.	Communicate your ideas so others understand. Ask, "Am I making sense?"
		Listen completely.	Kindly ask for clarification. Paraphrasing and summarizing
		Criticize ideas, not people.	Criticize the Content of different ideas without criticizing the people
		Accept criticism	Accept criticism from others objectively not personally. Teach the difference.
		Share your ideas and opinions	Share your ideas and opinions. Sharing may feel risky. Have confidence in your contributions will bring value to the other person or group. .
		Invite everyone to participate	Making sure that everyone has a chance to give an opinion and that the group has listened carefully to all points of view.
		Stay on the subject.	Keep on track by not bringing up unrelated topics. Help hold of side-topics until the present discussion is finished.
		Thank people	Thank people for their efforts and contributions.
		Leave disagreements in the room.	At the same time don't bring work disagreements into the meeting unless they are either on the agenda or belong there.

Column A: Check two that **YOU** are really **GOOD** at doing to Encourage others.

Column B: Which two Encouragers would you **LEAST** likely exhibit in a tough or tense situation?