

CyberBreak

April 21, 2006

Coming up:

Friday, April 28th - Proofreading Workshop

Most errors we make when we write are done unconsciously! This Staff Workshop, *hosted by our very own Angelique Porter*, will provide tips on how to proofread efficiently and effectively.



When: Friday, April 28th

Where: BW 370

Time: 3 PM - 4 PM

RSVP by emailing Angelique Porter at aporter@swlaw.edu.

Stop and try to compromise!

The potential for conflict exists whenever two people do not agree on how to handle a particular situation. Below are some ways to handle potential conflicts.

Think before you speak.

- Generalizations and personal attacks do not solve problems. Focus on the specifics of the situation and what is at the root of the problem.

Pick your battles.

- Ask yourself, "Is it worth it?" You do not want to be viewed as overbearing and petty. A gracious compromise every once in a while can show people how reasonable and professional you can be.



Go to the source.

- To avoid being a tattletale, approach the person in private and arrange for a meeting to discuss the issue. A sign of true professionalism is the ability to solve your own problems when possible.

Tame your temper.

- Don't let anger get the best of you. You can be assertive but you should not be aggressive. Pay attention to the pitch and volume of your voice. Keep calm and steady and maintain eye contact.

Keep an open mind.

- Listen to the other side of the story. Sometimes knowing the motivation behind a particular behavior can give you perspective on the whole situation.

Be flexible.

- Try to work things out together. Make your suggestions but make sure you listen to the other person's suggestions, too.

Follow through.

- Be prepared to follow through on your end of the compromise. If necessary, put it in writing.

Attending a meeting? Don't forget the three "P's":

- ❖ **Punctuality** - Be on time. Whether you are meeting with one person or ten people, making people wait is bad manners.
- ❖ **Preparation** - Ask the person planning the meeting what is expected of you and prepare ahead of time.
- ❖ **Participation** - Present your materials and ideas briefly and to the point. Take notes of any follow-up actions. Complete your action assignments in a timely manner.



Feedback:

Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.