

# CyberBreak

June 23, 2006

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**RSVP TODAY FOR THE NEXT STAFF PROFESSIONAL DEVELOPMENT WORKSHOPS!**

**Getting the Most Out of MS Excel**

**July 7, 2006**

**9 AM – 12:30 PM OR 1 PM – 4:30 PM**

**To RSVP email Marcie Canal at [mcanal@swlaw.edu](mailto:mcanal@swlaw.edu) no later than Wednesday, July 5<sup>th</sup>.**

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## **BE SOLUTION FOCUSED!**

Finding a way to address a situation that is negatively affecting you is *manageable*. It is important to remember that it is not who is right or wrong but how you and the other person can make it better!!



## **Below is the FIRR technique:**

### **1) F – FACTS**

Begin by stating the facts, be specific and stick to the issue at hand.

Try not to use the word “you” because it is accusatory. It is better to refer to how the situation affects you.

(Ex.: “I’ve noticed that....”)

### **2) I – IMPACT**

Let the other person know how this situation is impacting you directly. You want the other person to know you are not just complaining but you are trying to make things better.

(Ex.: “When this happens...” or “It’s not a big deal right now, but if it keeps going...”)

### **3) R – RESPECT**

Show respect for the other person’s feeling and give the other person some credit for something.

(Ex.: “I respect the fact that...”)

### **4) R – REQUEST**

Be clear about what action you want taken or changes you would like made in the future. State the solution you are proposing.

(Ex.: “In the future, I would appreciate...” Solution: from now on...)

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## **CHECK IT OUT!**

We have a wonderful addition to the Staff Personnel Library located in Administrative Services!!

Stop by and check out the National Bestseller “**Getting Things Done**” by David Allen.

He says, this book will assist you in getting your inbox empty, reassessing your goals and staying focused in changing situation, plan and unstuck projects, and feel fine about what you are not doing. The powerful methods offered in this book will help you get organized and get things done!



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## **Quick tips to reduce the paper flow:**

**Toss what you don’t need.**

**Act on paper immediately.**

**Make notes immediately (to file, to copy).**

**Easiest way to communicate: verbal.**



**Feedback: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to [mcanal@swlaw.edu](mailto:mcanal@swlaw.edu).**