

C y b e r B r e a k

February 23, 2007

In Two Weeks. . .

Save the date for the next Staff Professional Development Workshop

THE JOURNEY OF CHANGE

Friday, March 9, 2007 1 PM – 3 PM

The Journey of Change - It's been said that the only constant is change -- new students, new regulations, new technology, new staff -- yet we all tend to resist. As we move from the known to the unknown, many of us experience a common set of sometimes puzzling emotions. What are they? How do we handle them? Join us as we put the pieces together and explore the steps of transition.



How to Handle People with Negative Attitudes and Preconceptions

It's difficult to talk to people who already have a negative preconception about Southwestern or your department, but it is not impossible. Keep in mind that these preconceptions and attitudes may have come from past experiences or from what someone else has told them. Whether their attitudes are justified or not, you can change how they think by not reacting negatively, defensively, or argumentatively. Here's some steps to use when in a situation like this:



Active Listening

Using a listening response and “not taking the bait”, you do not encourage the person to continue his/her negative attitude. Show that you hear and understand the person's concerns. Try to see this situation as a challenge and an opportunity to change his/her attitude and preconceptions.

“Some people think that” - Neutral Mode

Acknowledge the person's comments and concerns but don't take them personally. Take a neutral stance and avoid the blame game by not focusing on the word “You.” Instead, try using a neutral phrases like, “Some people think that” and by not agreeing or disagreeing. (Additional examples, “Some people find difficulty using this program. Together we can figure it out.” “Some people think the policies are strict, but they're here to protect you.”)

Assurance and Refocusing

Acknowledge the person's concerns and try to understand where he is coming from, but don't spend time focusing on feelings and past experiences. Assure him/her that you will try to offer a better experience, and refocus the conversation to the main purpose of his visit. Focus on “now” and what you can do to make the visit a pleasant and productive one.

The information above has come from a book by Robert Bacal:

Perfect Phrases for Customer Service – Hundreds of Tools, Techniques, and Scripts fo Handling Any Situation

This book and many more are available in the Staff Library in Administrative Services.
Stop by for additional information and references.

Nothing is a waste of time if you use th
experience wisely



FEEDBACK: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to Johanna Gan at jgan@swlaw.edu.