CyberBreak

April 20, 2007

RSVP TODAY!

The next staff development workshop will be on Business Writing Basics Friday, May 4th at 12:30 – 4PM

If you have certain questions or topics you'd like to have discussed or if you'd like to RSVP, please email Johanna at jgan@swlaw.edu.

Verbal Courtesy

How do you feel when you're asking for a request and the response you get is, "No" or "I can't because. . . "? Most likely, you'd get upset and that's understandable because those answers create an adversarial relationship. You're unable to get what needs to be done and your search for help is a slammed door in your face, but you can change that. By using the words "Yes," "Right after" and "as soon as" you concentrate on how and when the project can be completed, instead of why you can't do it. We all need to remember that we're here working as a team and not against each other.

Don't Deprive, Devise!

Ralph Waldo Emerson once said, "It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself." Don't focus on what can't be done, but rather express how it can be done. By telling someone they can't do something, you are depriving the person of what (s)he wants, and that will lead to a bitter, angry person. Instead, devise a plan to make it happen, using some key words as "right after" or "as soon as". Don't single the person out, assist them! You can also benefit from helping others.

Be Empathetic, not Apathetic.

Sometimes, you can't do anything to help someone, but you don't have to be rude about it. Using apathetic phrases like, "There's no way" or "There's nothing" conveys no sense of concern or care. Try softening those phrases by using "I wish," "There's something" or "I hope" to show that you sincerely care about the situation and are concerned. These empathetic phrases do make a difference on how the other person will react and indicate sensitivity demonstrating that you really do care.

Remember, the resonance of kindness will go a long way, for you and others. As written in **Tongue** Fu!, "Choosing to focus on what you can do and what they can have is a way of lighting a candle with compassion" (p.92).

(Excerpts from: Tongue Fu! How to Deflect, Disarm, and Defuse any Verbal Conflict, by Sam Horn, Now available in the Personnel Library, W100 Conference Room)

"If you want others to be happy, practice compassion. If you want to be happy, practice compassion." The Dalai Lama, Tibetan Buddhist religious leader (1935 -)

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