



## Twenty Strategies for More Successful Interactions

1. Always believe that a true *win-win* resolution is possible in every situation, and commit yourself to achieving it. (Note: *Compromise*, where each party gives up or loses something, is not true *win-win*.)
2. Make it a point to *respond* to people's attitudes and behaviors rather than to *react*. Remember that your reactions to other people and situations say volumes more about you than they do about those other people or situations.
3. Be willing to "go first," in improving a relationship, even if it feels uncomfortable or unjust.
4. Ask yourself: What is there in me or about my behavior or attitude that might be triggering this undesirable behavior in the other person. (The purpose is not to beat yourself up or lay guilt on yourself but rather to give you a chance to come up with loving, creative solutions.)
5. When someone says or does something that irritates you, *take a deep breath* and *think* about it. Most of us *stop breathing* and *feel* something (usually negative and destructive) about it.
6. Keep in mind that *Love* is always a more powerful motivator than *Fear*.
7. Choose to *honor* everyone you relate to. Respect and appreciate the ways we are all different.
8. *Encourage* everyone you interact with. Lift them up.
9. *Listen* fully as others talk instead of mentally preparing your own next remark or argument.
10. Make every effort to *understand others* before you try to make yourself understood.
11. Give others a sense of *emotional safety/security* by eliminating judgment and criticism.
12. Communicate your *respect* and *admiration* for others. Give sincere praise.
13. Continually develop your overall *communication skills*. Work at being clear in your intent as well as your meaning when you communicate with others. (Remember, *silence* is a form of communication.)
14. *Address and resolve conflicts* quickly, directly, and in a caring, productive way.
15. *Make your behavior congruent* with your positive, constructive personal values.
16. *Don't sweat the small stuff*. Ask yourself how much difference a particular issue will make a year from now...or even an hour from now?
17. *Do something nice* for someone you don't get along with all that well – and don't tell *anyone*. See how good you feel.
18. *Stop having to be right* all the time. Usually, it's not that critical anyway. Consider which is more important in the particular situation, to be right or to be effective?
19. *Write "Thank You" notes* for even small kindnesses and favors.
20. Sincerely ask your co-workers this question: "What can I do to make it easier for you to work with me?" Then respond humbly and cheerfully.