

Communication Solutions

Attitudes, Breakdowns & Conflict Resolutions

Judy Kay Mausolf

Guidelines

- Safe & Sharing Environment
- Create as a Team
- Frame & Display

Breakdowns & Resolutions

- Personal Truths
 - B.O.A.T.
 - Right/Wrong
 - Assumptions
- Invisible Elephants
 - Eggshells
 - Hurt Feelings
 - Judgment & Criticism
 - Retaliation
- Emotional Reactors
 - Emotional Reaction Cycle
 - Something Happens
 - Assign Meaning
 - Creates Feelings
 - Drives Reaction
- Poison Triangle of Mistrust
 - Define
 - Set & Agree On Standard
 - Establish Word
- Conflict Resolution
 - Performance Dialogue – Why?
 - Training
 - Expectation
 - Communication
 - Behavior
 - Conflict Resolution Steps
 - Forgive
 - Focus on The Future

- Consequences

Meetings

- Vision Meetings - Yearly
- Workshops – Quarterly
- Team Meetings – Monthly/Bi-Monthly
- Huddles - Daily

Attitudes

- Attitude Adjusters
 - O.R.A.N.G.E. – Law of Attraction
 - Smile & Shine Band - Choice
 - <http://www.practicesolutionsinc.net/products.html>
 - S.P.F.
 - Ray for the Day
 - www.facebook.com/judykay.mausolf
 - Check Buddies
 - www.OrientalTrading.com
 - Book Club - Positive Meeting Topics - Rise & Shine Book
 - <http://www.practicesolutionsinc.net/book.html>
 - Kudos Environment/Wand
 - www.AmandaGore.com
 - Celebrate
 - Physiology Changes Psychology
 - Body Patterns
 - Ta-dah – Victory Pose

Notes:

Business Name: _____

Name / Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Website: _____

Yes! I would like to receive the positive & powerful practice management tips in your complimentary monthly e-zine "Show Your Shine"!

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E-mail address: _____

I would like more information regarding:

- On-site Workshops
- Performance Coaching Programs
- Telephone/Webcam Coaching
- Keynote
- Booking Judy Kay at our next meeting/conference
- Judy Kay's Book, *Rise & Shine; An Evolutionary Journey to Get Out of Your Way and On Your Way to Success*
- Other _____



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