



Dealing with People in a School Environment

PRESENTED BY:

Rosita Guy

Dip. IR., Cert. IR., Cert. Sup. Mgt., Accredited Consultant Extended DISK (Level2),

Principal Rosita Guy Associates

People & Business Management Coaching & Training Specialist, Christchurch, NZ.

<https://nz.linkedin.com/in/rositaguy>

Communication with Clarity

“If you expect it and don’t tell people

you want it – you’ll never get it.

People are lousy mind readers”



James A. Belasco

“Teaching the Elephant to Dance”

Common Communication Problems

- 1. Not Truly Listening**
- 2. Assuming You Know the Message before the Person Finishes**
- 3. Interrupting the Speaker**
- 4. Using “You” Statements Instead of “I” Statements**



Common Communication Problems

5. Letting Your Emotions Dictate Your Response

6. Failing to Account for Cultural Differences in Communication

7. Misinterpretations and Assumptions

8. Being Indirect



Common Communication Problems

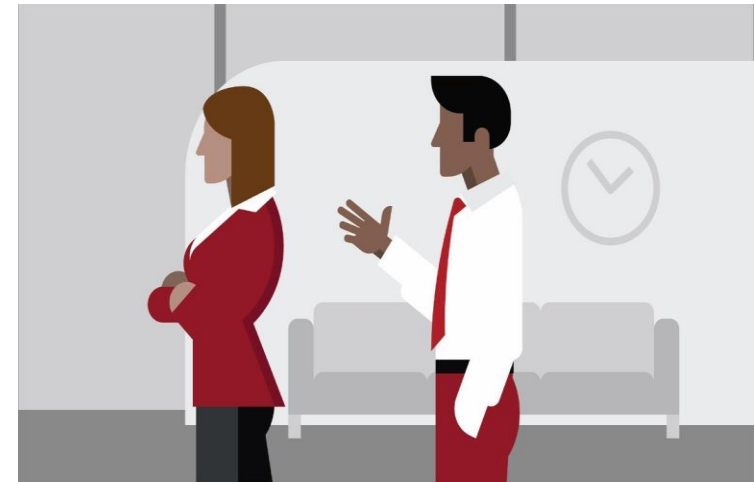
9. Attacking Character Rather than Behaviour

10. Avoiding Difficult Conversations

11. Lack of Standards

12. Communication Barriers

12. Mixing Work and Personal Communication



Common Communication Problems

14. Lack of Factual Communication

15. Failure to Disperse Communication

16. Privacy

17. Attitude

16. Lack of Follow Through



Dealing with Difficult Situations

- **Listen.**
- **Stay calm.**
- **Do not judge**
- **Reflect respect and dignity toward the other person.**
- **Look for the hidden need.**



Dealing with Difficult Situations

- **Look for others around you who might be able to help.**
- **Don't demand compliance.**
- **Saying, "I understand," usually makes things worse.**
- **Avoid smiling, as this may look like you are mocking the person.**
- **Don't act defensively.**



Dealing with Difficult Situations

- **Don't return anger with anger.**
- **Use a low, calm, even monotone voice.**
- **Don't argue**
- **Keep extra space between you and the other person.**
- **Saying, "I'm sorry," or, "I'm going to try to fix this,"**



Dealing with Difficult Situations

- Set limits and boundaries.
- Trust your instincts.
- One response does not fit all.
- Debrief.
- Discharge your own stress
- Give yourself credit



Dealing With People You Don't Like

Smart People:

- Accept that they are not going to like everyone
- Bear with (not ignore or dismiss) those they don't like.
- Ensure small efforts make big changes in life
- Treat those they don't like with civility



Dealing With People You Don't Like

- check their own expectations
- turn inwards and focus on themselves
- pause and take a deep breath
- voice their own needs
- allow space between them



The Change Process Begins with YOU

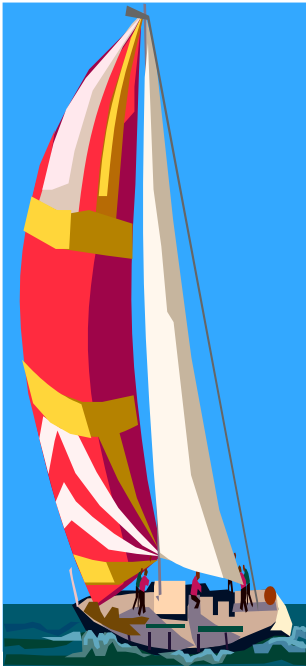
THE SAME WIND BLOWS

UPON US ALL.

IT IS NOT THE BLOWING OF THE WIND

BUT THE SET OF THE SAIL WHICH

MAKES THE DIFFERENCE



JIM ROHN

“The Pessimist complains about the wind.

The Optimist expects it to change.

The Activist adjusts the sails.”

John Maxwell

