**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](http://www.facebook.com/judykay.mausolf)
	+ Check Buddies
		- [www.OrientalTrading.com](http://www.OrientalTrading.com)
	+ Book Club - Positive Meeting Topics - Rise & Shine Book
		- <http://www.practicesolutionsinc.net/book.html>
	+ Kudos Environment/Wand
		- [www.AmandaGore.com](http://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”!*

*E-mail me at:*

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**612-701-4922**

**Judy Kay Mausolf**

JudyKay@PracticeSolutionsInc.net

www.PracticeSolutionsInc.net