**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:

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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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