

### Accept Responsibility

"You make me upset!"	"I feel upset when that happens."
"I don't have enough time."	"I can manage my available time."
"Can't help it; other guy's fault."	"It's my responsibility."
"You'll have to ask someone else."	"I'll help you myself."
"I can't change things."	"I choose to make the best of..."

Focus on your responsibility instead of blaming others.

Purge powerless phrases that suggest time is out of your control.

Decide to take action and make the best of things.

Be part of the solution instead of "passing the buck."

Choose to change your reactions to unsatisfactory situations.

### Encourage Cooperation and Reduce Conflict

"But..."	"And..."
"That's not practical; it won't work."	"Let's give it a chance."
"Will you do me a favor?"	"Here's why this is good for you."
"Is everything satisfactory?"	"How can I do better for you?"
"Here's what I can't do."	"Here's what I can do."
"You must follow my rules."	"Let's work together."
"You'll have to."	"I invite you to choose."
"You might want to consider..."	"I recommend..."
"Take care of this my way."	"What's the fairest way?"
"I disagree."	"I understand..."

Replace conflicting "but" with coexisting "and."

Stimulate creative ideas, even if they appear impractical at first.

Emphasize the benefit to others when seeking their cooperation.

Ask specific relationship-improving questions daily.

Focus on the positive; indicate what you can do.

Work *with* rather than *against* others in conflict situations.

*Invite* others to cooperate and give them choices.

Focus on benefits to others and then *recommend* action.

Appeal to others' sense of fairness when conflicts arise.

Accept and acknowledge others' ideas and let them coexist with yours.

### Speak Decisively

"I should get this done by..."	"I will get this done by..."
"Maybe by 2:00 or 3:00."	"Definitely before 5:00."
"I think we understand each other."	"Let's verify our agreement!"
"Do you have any questions?"	"What questions do you have?"
"I would tend to think..."	"I believe..."

Commit to specific dates, times, and amounts.

Add a "safety cushion" and then beat your word.

Confirm your understanding of agreements.

Get thorough, helpful information with open-ended questions.

Know what you want to say, and say it!

### Tell the Truth

"Well, to tell you the truth..."	<i>Always tell the truth.</i>
"I don't really want to, but I'll see..."	"No, I won't!"
"Everything, always..."	"Somethings, sometimes..."

Eliminate "integrity-busting" expressions; be sincere and forthright.

When you don't want to, say "no."

Eliminate universal terms, especially when criticizing.

### Get Back to Basics

"I just can't remember names."	"Hello, I'm _____."
"They know I appreciate them."	"Thank you."
"Don't blame me."	"I'm sorry."

Remember and use others' names. If you forget, ask.

Express your appreciation; don't take relationships for granted.

When you make a mistake, admit it and apologize.

### Share Your Pride

"Surely he knows I'm proud of him."	"I'm proud of you."
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Let the people you are proud of hear it directly from you.