



## Memorable Language Techniques to Maximize Collaboration

Maximized collaboration drives accountability, employee morale, customer loyalty, and improved processes. The result is a maximized bottom line!

Only the most successful companies master the elusive skill of collaboration. Effective collaboration is best accomplished when a number of company functions are in alignment. One of these functions is the effective use of language by all team members to support receptivity and rapport.

Fill in the blanks to find some practical techniques. If you missed the session, you can complete this worksheet by visiting [www.verbalwise.com/resources.html](http://www.verbalwise.com/resources.html). This is also where you can find the *Top 10 Actions to Improve Collaboration in Your Company*.

### Address Complaints without Defensiveness

If people complain, don't explain! Instead, refrain to stay sane. Explanations can often be perceived as excuses. Instead, Agree | Apologize | Act | Appreciate.

If it gets personal, reverse it with the question, "What makes you say that?" This puts the ball back in their court.

### Persuade Others to Stop and Listen

If they are not looking at our point of view, ask "What do you recommend?"

Is someone just not giving you an opportunity to speak? Interrupt them by using their name. Then summarize and close the conversation.

### Keep from Saying Something You Regret

Stop arguments with appropriate phrases like: "Let's not do this." After all, the goal is to find solutions, not fault.

### Choose Your Battles

Use these criteria to determine the value of speaking up.

Is it trivial?

Is it a persistent concern?

Is it intentional?

Is it good timing?

Are there extenuating circumstances?

Will we win the battle but lose the war?

### Summary and Plan of Action

How can these ideas be used in our daily interactions? What is a current situation at home or in the workplace where you think these language changes could be implemented? Complete the sentence:

From now on, when \_\_\_\_\_, I'm going to \_\_\_\_\_.

*(this happens)* *(say this)*