



The Three Steps to Communication Expertise

Calm And Control Any Difficult Conversation

1 ABSORB = LISTEN

- ▶ Be a sponge.
- ▶ Be passive.
- ▶ Keep body posture and energy soft and low.
- ▶ Control facial expressions.

2 ACKNOWLEDGE = SUMMARIZE AND ACCEPT

- ▶ "I hear you..."
- ▶ "I am trying to process..."
- ▶ "I need more information..."

3 REDIRECT = PAUSE AND SET BOUNDARIES

- ▶ "This is not the time..."
- ▶ "Can we schedule a formal meeting to review..."
- ▶ "I cannot act on your feedback now, but I plan to..."