

# 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..."