Connexions module: m14488

CONFLICT MANAGEMENT: TRANSLATING CRITICISMS AND COMPLAINTS INTO REQUESTS*

Dennis Rivers

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Abstract

CHALLENGE FOUR is to translate your (and other people's) complaints and criticisms into specific requests, and explain the positive outcomes envisioned in your requests. In order to get more cooperation from others, whenever possible ask for what you want by using specific, action-oriented, positive language rather than by using generalizations, "why's," "don'ts" or "somebody should's." Help your listeners comply by explaining your requests with a "so that...", "it would help me to... if you would..." or "in order to..." Also, when you are receiving criticism and complaints from others, translate and restate the complaints as action requests.

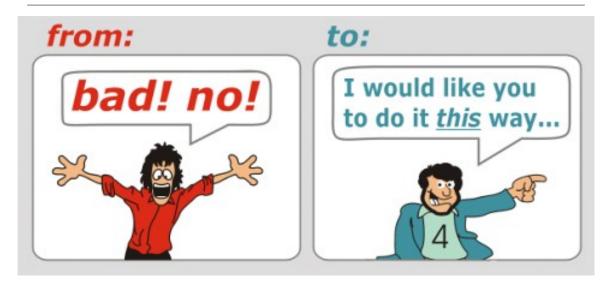


Figure 1

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 $^{^{1}} http://www.newconversations.net/pdf/seven_challenges_chapter4.pdf$