Concepts addressed:
Types of communications and interactions that can stimulate discussion in different ways for particular purposes


Types of Communication:
Establishing Trust

Consequences of Win-lose / Lose-Win
- No one likes to lose
- Egos battling over who is right, rather than what is right
- One person becomes a doormat

Difficult Decisions
- Sometimes you must make an unpopular win-lose decision.
- Other times you choose to go for what appears to be a lose-win because the person is more important than the issue.

Judging
- The reason we judge is to protect ourselves.
- We don't have to deal with the person; we can just deal with the label.
- As long as we are judging, we rarely have the kind of influence we want.

Be Open
- When we expect nothing, we are never disappointed.
- Isn't it interesting; when we understand, we don't judge.
- To understand that reality - and to adjust our expectations accordingly - is, to a great extent, to control our own satisfaction.

People are Very Tender & Vulnerable Inside
- Even if anger surfaces only one-tenth of 1 percent of the time, that will affect the quality of all the rest of the time because people are never sure of when that raw nerve might be touched again.

Make Up Your Mind ...
- Not to do or say those things you know will offend.
- Not to be offended by others.
- Taking offense is a choice.
Pride
  o Pride is competitive in nature. Pride gets no pleasure out of having something, only out of having more of it than the next man. It is the comparison that makes you proud: the pleasure of being above the rest. Once the element of competition has gone, pride has gone.

Relationships are the Key
  o People will basically allow you to deal with their needs, rather than their wants when they trust you and know that you sincerely care.