PEOPLE SKILLS TECHNIQUES Tori Postma

1. Respect everyone’s right to have differing ideas, values, or opinions
2. Accept that there will always be critics
3. Find common ground
4. Emphasize the positives
5. Validate the feelings that are being revealed.
6. Stick to the facts
7. Discuss the behavior, not the behaver.
8. Practice good listening skills.
9. Try an “I feel Statement”
10. Diffuse the Anger.
11. Don’t lose your cool.
12. Think before you speak.
13. Be aware of volatile language
14. Keep your duties clear
15. Admit when you are wrong. Ask for forgiveness and give it to others.
16. Use specific praise.
17. Never underestimate the power of the personal touch.