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# Positive Communication Workshop for Managers

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## Communication

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## Opening Night Principle

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## Use the “Smiling on the Telephone” Technique

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## It’s Not Just What You Say, But How You Say It

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## **Workshop 1: Communication Style Clinic**

Review the following scripts:

*“Good Morning (afternoon, evening), Bank X (department), this is (your name), how may I help you?”*

*“I’m sorry, Mr. Martin is not available at this time. Would you like to leave a message on his voicemail?”*

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## **Positive Speaking**

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## Workshop 2: Positive Speaking Clinic

1. Consider the list of negative phrases and develop positive phrases to take the place of each negative phrase.
  - a. Frequently, one positive phrase can be used for several similar negative phrases.
2. Consider the list of questions that may be asked by your employees and develop positive responses.
3. Script your phrases and responses.

Negative Phrase	Positive Phrase
<i>"Because senior management said so..."</i>	<i>"It's part of the overall strategy, and if we work together, we will find ways to make it work..."</i>
<i>"You didn't meet your goal."</i>	
<i>"How come you're not doing xx?"</i>	
<i>"That's awesome, but I think you can do better..."</i>	
<i>"I didn't tell you that!"</i>	
<i>"I showed you how to do this yesterday."</i>	
<i>"That's our policy."</i>	

Questions	Positive Responses
<i>"Can I take the rest of the day off?"</i>	
<i>"Can I have extra vacation days?"</i>	
<i>"Can I have a promotion now?"</i>	
<i>"Will you do a cartwheel for me?"</i>	



## Take Away Action

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