

- **First day on the job**

Who know you had to talk nice to people

- **\* Violence \* Conflict \* Indignation \* Retaliation**

- **Be nice**

Why it is important

- **Showtime!**

It's all about acting

- **Five Universal Truths**

1. Treat everyone with dignity and respect
2. People want to be asked rather than told
3. People want to know "why"
4. People want options rather than threats
5. Everyone wants a second chance

- **Pre-planned, practiced responses**

"There is a reason for this policy/code. May I explain?"

"I know this is serious, so you have my full attention"

"We have always been able to work things out in the past"

"You look like a reasonable person"

## **Verbal Defense & Influence Communication Under Pressure**

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"City employees are entrusted with significant power. From the information desk clerk to the billing clerk, to the parks and recreation supervisor, to the highest executive, city employees have tremendous power to mess with people's lives. Our citizens are often frustrated and upset over an issue that brings them into city offices. They don't know how to successfully access city services; we do and we can help them be successful or cause them to be unsuccessful by our words and attitude or by sharing or withholding information. With power comes responsibility. We need to take care that our interaction with the public furthers the city's mission to serve, rather than the employee's instinct to react, retaliate or rebuff unfriendly or demanding citizens."

**Gary Williams, Ogden City Attorney**

**TREAT WITH DIGNITY BY SHOWING RESPECT**

- Listen With All Senses
- Ask - Don't Tell
- Explain Why - Set Context
- Offer Options, Not Threats
- Give A Second Chance

**UNIVERSAL GREETING**

- Appropriate Greeting
- Name, Affiliation
- Reason For Contact
- Relevant Question

**BEYOND ACTIVE LISTENING**

- Empathize
- Ask To Clarify
- Paraphrase
- Summarize

**Vistelar**  
GROUP

