



**RESILIENCE TRAINING  
FOR THE  
HELPING PROFESSIONAL**



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# **Bulletproof Communication.**

**Powerful. Resilient. Confident.**

- 1) *Practical* tools to improve communication skills.
- 2) *Usable* techniques to reduce confrontation.
- 3) *Applied* techniques to quickly build rapport.

**A =**

**C =**

**M =**

# **BulletProof Communication**

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## **I HAVE TO / I SHOULD / I CAN'T exercise**

This exercise inspired by exercise created by Sam McGhee, Founder of Leadership Awakened. Reprinted and used with permission.

I have to...

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I should...

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I can't...

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**LISTENING SELF-ASSESSMENT:** Think about specific conversations/interactions that you've had in the last few days. Could be clients, co-workers, or family members. 1 = Never 5 = Always

- How often do you stop and give the other person your UNDIVIDED ATTENTION?  
1 2 3 4 5
- Let the other person speak without you interrupting.  
1 2 3 4 5
- How often do you give a "congruent" message with your words, tone, and body language?  
1 2 3 4 5
- How often do you make notes (mental or written) about what they are sharing? .  
1 2 3 4 5
- Ask "seek to understand" questions.  
1 2 3 4 5
- How often do you ask confirming questions based on what you think you understand?  
1 2 3 4 5

**Total points, out of 30 possible:** \_\_\_\_\_

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## Tools of Hope Toolbox Tips

### **Building Your Optimism – The Explanatory Style of an Optimist**

Explain the problem to yourself as **temporary**.

Choose to interpret “bad events” with curiosity, rather than guardedness and disdain.

**Choose** to see difficulties in light of what you can, or will, learn.

### **Just say no to BUTS!!**

**But = doormat OR sword communication!**

When you are speaking, thinking, or writing, if you use **but...** you negate everything in front of the BUT. Try using a period or an AND instead. See how it changes your thinking.

### **Reduce tension during confrontation**

Ways to reduce tension in a (non-violent) confrontation:

Purposefully breathe and force your body to relax.

Sit down.

Tilt your body 45 degrees away from the person OR lean against something.

Reflective language

Take a break—an adult time-out if you need it!

### **Sound (and be!) More Confident**

Listen to how you end your sentences when you speak.

Ending with your tone higher sounds like you are asking a question. It makes you sound unsure of yourself.

Confident speakers tend to end their sentences with a neutral or lower tone.

### **Defusing a Difficult Situation**

**A** - Apologize

**S** - Sympathize

**A** - Accept Responsibility—“**Let’s see what I can do to help.**”

**P** - Prepare to help – get your paper and pen, listen, ask questions, identify REAL issue, problem-solve, help them identify, or take, the next step

### **Words to Defuse a Difficult Situation:**

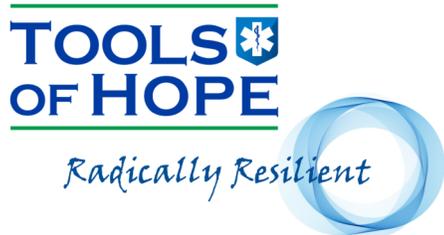
| <b>“Sword” or fighting words:</b> | <b>Confident / defusing words:</b>                 |
|-----------------------------------|--|
| I’m sorry                         | I apologize. Please forgive me.                    |
| But,                              | And,   |
| Company policy says...            | Let’s see what I can do to help...                 |
| I can’t...                        | What I CAN do...                                   |
| You should have...                | I think I understand why...                        |
| You need to...                    | Would you rather ___? or ___? (give them a choice) |

### **“Just” is a justification – it’s a doormat word.**

Listen - to yourself. Your clients. Your friends and family.

When you use the word “just”, it sounds an awful lot like an excuse.

Be aware of your thoughts and your language. Change them, and you’ll impact your communication!



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*“Ana-Christina demonstrated great insight into, and knowledge of, the science of communications as it applies to situations of critical need. Her references to personal experiences accentuated the instructional material and brought reality to the training event. I commend Ana-Christina on a job well done and highly recommend her as a facilitator, educator and transformational speaker.”* **Dr. G. Thomas Manzione, Adams County SWAT**

*“Ana-Christina is a transformative life coach. She's helped me to clarify my goals, unleash limitations, and reignite passion. The techniques she uses work! If you're looking to get unstuck, leap ahead, and achieve better success - whatever that may be - Ana-Christina can help.”* **Tammy Isa, Executive VP– Performance Achievement, OrbitGroup, Ontario, Canada**

## **Build Rock-Solid Confidence.**

### **UpYourGame RaiseYourHappy GetYourLifeBack**

**High-stress, demanding role? Stuck? Burned out?  
I get it. I was burning out. I needed a change.**

**Career Resilience Coach. Thousands trained. Clients across U.S.**

**Tired? Weary? Broken?  
Simple, usable tools to build your confidence now.**



**Reset  
Quicker**



**Reset  
Better**



**Get Your  
Life Back**

Client list: United States Department of the Interior | U.S. Navy SAPR | Buckley Air Force Base | Rocky Mountain Hostage Negotiators | Rocky Mountain Women in Law Enforcement | COVA (Colorado Organization for Victim’s Assistance) 2009, 2010, 2016 Breakout Session & 2011 Closing Keynote | State of Wyoming Sexual Assault Summit—keynote | Wyoming Criminal Justice Association | Western Slope Domestic Violence Academy—keynote | Arapahoe/Douglas Mental Health Network | Aurora Police Department—SWAT and VSU teams | 19th Judicial District—Greeley, CO | Rural Metro Field Supervisors and Managers | Kaiser Permanente | National Park Service | Colorado Springs Utilities | HTH Companies – Industrial Construction, St. Louis, MO | International Customer Service Association | CSU—Pueblo | Denver Public Schools | New America School | NOVA – National Organization for Victim Assistance.