



## Building Partnerships to Address the Future of Work

WORKFORCE INNOVATION CONFERENCE  
OCTOBER 7 - 8 | HYATT REGENCY HOTEL | WICHITA, KS

hosted by



## Conference Closing Session

*"If You Can't Say Something  
Nice, What DO You Say?"*

*Sarita* MAYBIN

**MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT AND AUTHOR**

**“You’re not the boss of me!”**



**YOU SHOULD,  
YOU BETTER,  
YOU NEED TO...**

*“Say what you mean, mean what you say...  
and don’t say it mean.”*

*- Anonymous*





***“People don’t care how much you know until they know how much you care.”***

**John Maxwell, Author & Leadership Expert**

# COMMUNICATION - BACK TO BASICS

**PLEASE AND THANK YOU  
ARE STILL THE MAGIC WORDS!**



# 31 Positive Words to Make Your Half-Empty Glass Full



## SOURCE:

Sarita's January 29, 2018 Blog  
Based on Survey  
of Facebook Friends

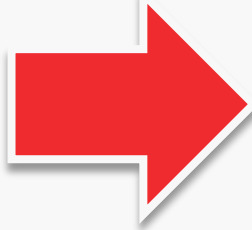
1. Joyful
2. Righteous
3. Successful
4. Marvelous
5. Thankful
6. Awesome
7. Grateful
8. Considerate
9. Wonderful
10. Love
11. Courageous
12. Kind-Hearted
13. Loyal
14. Rockstar
15. Magnificent
16. Precious
17. Adventurous
18. Creative
19. Fierce
20. Victorious
21. Renewed
22. Delightful
23. Dependable
24. Vivacious
25. Mellow
26. Happy
27. Magical
28. Exciting
29. Almighty
30. Curious
31. Admirable

# CAN'T SAY SOMETHING NICE?

## NEGATIVE PHRASES

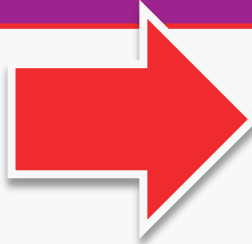
## POSITIVE PHRASES

"You're wrong"



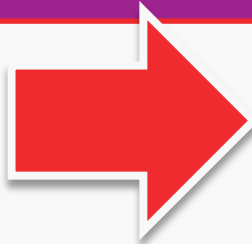
"I have a different understanding of..." Or, "I heard something different"

"Won't work"



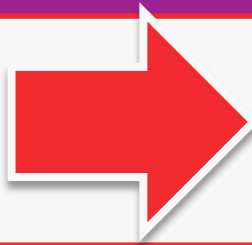
"What will work is"

"You should"



"You might want to consider"

"Dumb idea"



"That idea could be doable if we..."

# To Confront?



# Or not to confront?



# To Confront or Not to Confront?



Is the other person's behavior having a **NEGATIVE** effect?



Will the situation begin to affect your **ATTITUDE** if not confronted?



What are the **CONSEQUENCES** of **NOT** confronting?



# Three-Step Process for Sharing Concerns

**A** Awareness

**I** Impact –  
So what?

**R** Request –  
In your heart  
of hearts...



**SPEAK** in a way that people love listening to you.



**LISTEN** in a way that people love speaking to you.

# RULES FOR RECEIVING CRITICISM

## Rule #1:

Ask for more

## Rule #2:

See Rule #1



**KEEP  
CALM  
AND  
ASK FOR  
MORE**

# WHEN SOMEONE ASKS YOUR OPINION AND YOU HAVE NOTHING NICE TO SAY

**Option 1:**  
Non-response

**Option 2:**  
Throw it back

**Option 3:**  
Focus on the positive





*“If you don’t like something, change it.  
If you can’t change it,  
change your attitude.  
Don’t complain.”*

**--Maya Angelou, American Poet**

# Three P's for Staying Positive

## Protecting Yourself from Others' Negativity



**Personal**

*"Not about me!"*



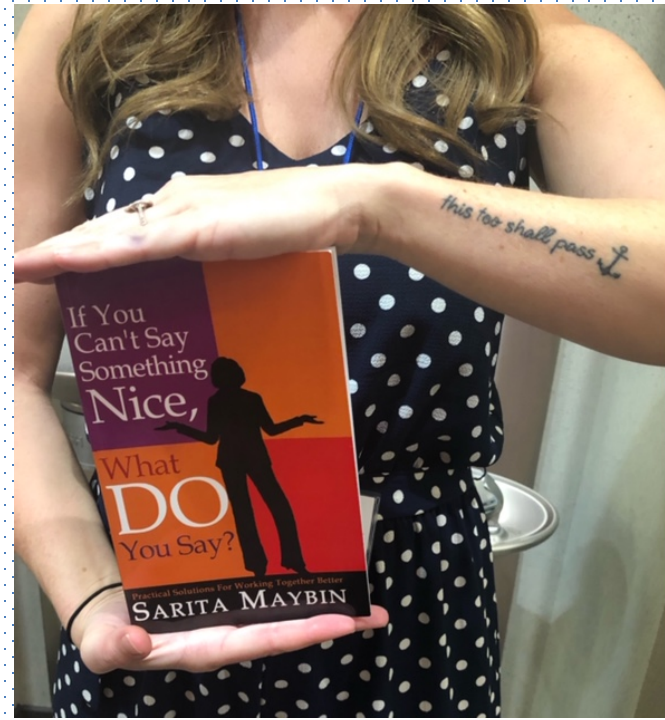
**Permanent**

*"This too shall pass!"*



**Picture**

*"Focus on  
goal."*



## RESOURCES

**Book - *Learned Optimism*,  
Dr. Martin Seligman**

**Book – *Option B*, Sheryl Sandberg**

**Book- *If You Can't Say Something Nice,  
What DO You Say?*, Sarita Maybin  
(Amazon.com – Kindle & Audiobook too!)**