

## **People Skills - Karen Breidert**



### **TECHNIQUES FOR IMPROVED PEOPLE SKILLS!**

- 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 behavior.**

**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.**

