



## Tips for Getting Your Message Heard

TIPS	EXAMPLE
Use "I" statements not "You" statements	<i>"I feel angry when you phone me at work because I can't talk then" instead of "you make me angry..."</i>
Tell people what you want	<i>"Please call me between noon and 1:00."</i>
Listen and check	<i>"What I heard you say is..."</i>
Link behaviour with feelings	<i>"I'm frustrated because you didn't remember what I told you."</i>
Be aware of your body language	Speak clearly, facing the person with your arms uncrossed
Use respectful wording	<i>"Thank you for taking time to speak with me."</i> Avoid phrases like <i>"you never listen!"</i> or <i>"I always have to..."</i>



## What to Do When They Say No: A Negotiation Guide

✓ Ask the person why they said 'no'	✓ Focus on the problem not the person you're talking with - don't comment on their competence or fairness
✓ Ask them for their advice on how you could get your needs met	
✓ Ask them to recommend other options or solutions	✓ If you feel too upset or angry ask for a break or to stop the meeting and come back at another time
✓ If the solutions are not OK, tell the person your ideas	✓ Ask for a second opinion
✓ Try to find a solution that is between your best and worst choices. Can you live with this solution?	✓ Write down the date of the next meeting and who will be there. Be prepared to start again.

**Don't give up because one person says no! "No" means try again**