Presentation for County Management and Risk Conference

“If You Can’t Say Something Nice, What DO You Say?”

Sarita Maybin
MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT AND AUTHOR
“If You Can’t Say Something Nice, What DO You Say?: Practical Solutions for Working Together Better”

Based on Sarita’s book
“You’re not the boss of me!"
“People don’t care how much you know until they know how much you care.”

John Maxwell, Author & Leadership Expert
“Say what you mean, mean what you say... and don’t say it mean.”

- Anonymous
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?
USE A.I.R. TO GIVE NEGATIVE FEEDBACK

A wareness

I mpact – So what?

R equest – In your heart of hearts...

@SaritaMaybin
SARITA’S TOP 10 POSITIVE COMMUNICATION PHRASES

GIVE BENEFIT OF THE DOUBT
10. You may not realize...
9. Are you aware of the effect...

SEEK INPUT
8. Help me understand...
7. I need your help...
6. I noticed...and I’m wondering...
5. Would you be willing to...

TAKE RESPONSIBILITY
4. I’m concerned...
3. I would appreciate...

WORK TOGETHER
2. How can we resolve this...
1. What will it take...
RULES FOR RECEIVING CRITICISM

Rule #1: Ask for more

Rule #2: See Rule #1

KEEP CALM AND ASK FOR MORE

@SaritaMaybin
SPEAK in a way that people love listening to you.

LISTEN in a way that people love speaking to you.
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

@SaritaMaybin
THREE P’s FOR STAYING POSITIVE

Personal
Permanent
Picture

RESOURCES

Book - *Learned Optimism*
Dr. Martin Seligman

Book - *If You Can’t Say Something Nice, What DO You Say?*
Sarita Maybin

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To Receive 50 Positive Phrases
Please sign up for monthly email
What Do You Say Communique’
On website SaritaMaybin.com
or Text SARITATALK to 22828

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