



TEXAS ASSOCIATION *of* COUNTIES

**Presentation for  
County Management and  
Risk Conference**

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

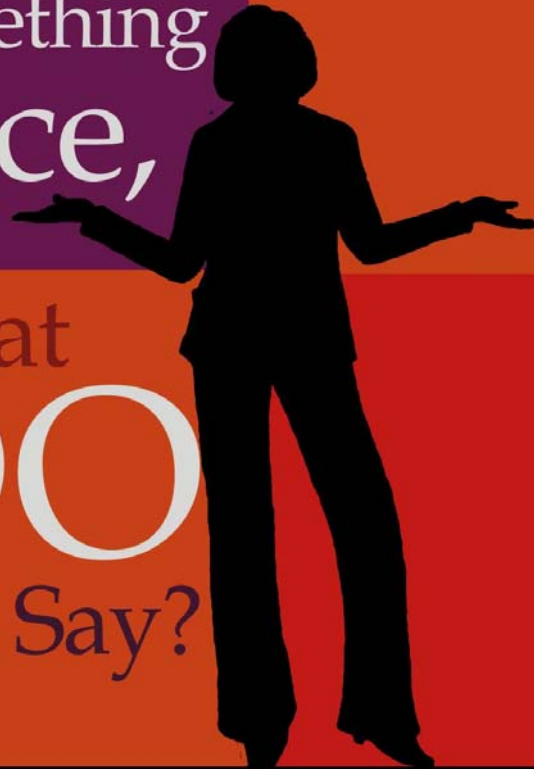
*Sarita* M A Y B I N

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**MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT AND AUTHOR**

If You  
Can't Say  
Something  
Nice,

What  
**DO**  
You Say?




Practical Solutions For Working Together Better

**SARITA MAYBIN**

**“If You Can’t Say  
Something Nice,  
What DO You Say?:  
Practical Solutions  
for Working  
Together Better”**

Based on Sarita’s book

 @SaritaMaybin

**“You’re not the boss of me!”**



 @SaritaMaybin



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

**John Maxwell, Author & Leadership Expert**

 @SaritaMaybin

*“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?

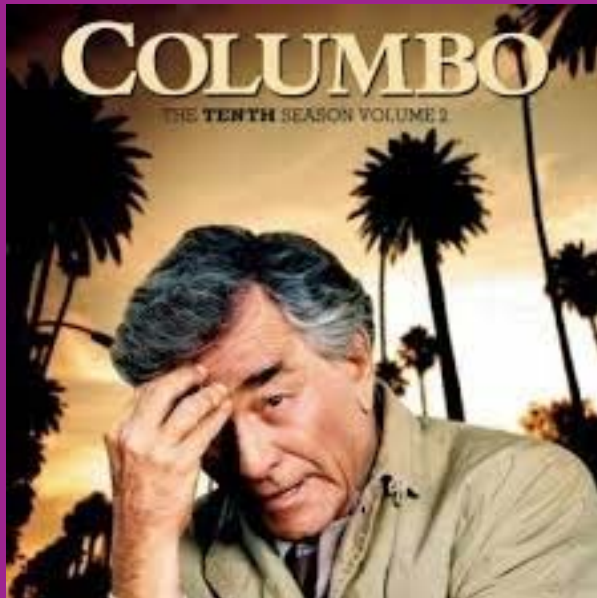
**R**equest – In your heart of hearts...



# 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**

**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



# THREE P's FOR STAYING POSITIVE

**P**ersonal

**P**ermanent

**P**icture




## RESOURCES

**Book - *Learned Optimism***

Dr. Martin Seligman

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

Sarita Maybin

 @SaritaMaybin



*Sarita* MAYBIN

MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT AND AUTHOR

## 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*

**FOR "MOTIVATION MONDAY"**

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