

Communication Skills for Women

Five Phrases Every Woman in Business Should Master!

By: Joy Huber

This article arms women with phrases for different business situations. When you consider the information though, chances are you can adapt and utilize this information in personal situations as well!

1. "Help me to understand - your position, your point-of-view, your side of the story."

When To Use It: This one is particularly effective when you are in conflict. Dr. Stephen Covey tells us: "Seek first to understand, then to be understood." So employing one of the seven habits of highly effective people, you want to understand your conflict partner first. Let them explain their point-of-view, and why they feel the way they did. If you agree with them as you calmly listen to them explain their point-of-view, great, conflict resolved. If you don't, what do you say?

2. "I still see it differently. Please allow me to explain my point-of-view."

When To Use It: Again, in conflict. This gives you the continuation in case they present, and you still don't agree . . . and you still feel very strongly about this. Say so assertively. Say you see it differently and if you stay calm, and watch your volume and tone of voice the other person will hopefully listen attentively while you explain your points. Then you can negotiate to a win-win.

3. "My salary/hourly rate no longer reflects my contributions to the company."

When To Use It: Speaking of negotiation! This one is a master in asking for a raise or pay increase. The boss isn't interested in the fact that the reason you need a raise is because you're facing rising costs of . . . everything! Health care, gas, food, etc. Your raise request needs to be tied back to specific contributions you've made at work so be prepared to discuss how your job responsibilities have changed or been added too continuously without discussing more pay.

4. "I want to hear what you have to say, but not in this way."

When To Use It: Powerful for dealing with angry people! Perfect for when a customer is yelling at you, or when a co-worker is voicing concerns perhaps in a staff meeting and the way they're addressing you in front of everyone is making you uncomfortable. It very politely suggests they take a different tone, change their volume, or make different word choices!

5. "What I can do for you is . . ."

When To Use It: Excellent for customers and customer service! Customers don't really like hearing, "No, and what you can't do (accept returns) and what they can't have (their money back, etc.)." Massage the language for better results! Instead of saying what you can't do, talk about what you can. You can also use this with co-workers and bosses constantly making demands and you need a friendly way to meet them in the middle!



Joy Huber - "Ms. En'Joy'able"
Award-Winning Speaker & Business Communications Expert
<http://www.joyhuber.com/>

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