



Your Points to Ponder

Fighting Words - P2P Quick Communique #10

Your words, voice tone and inflection can elicit powerful emotions from others, without you realizing it.

"Fightin' Words" are those words that can trigger your emotions and cause you to become defensive. In my leadership and communication workshops, participants do a skit using as many of these words they can.

Although each group comes up with different words, there are some that are universal:

- *"But ..."*
- *"Yeah-but..."*
- *"Whatever..."*
- *"Yeah, right..."*
- *"It's not my job / responsibility..."*
- *"My workday is done..."*
- *"Like I said before..."*
- *"In my previous email I said..."*
- *"And...?"*
- *"What's your question?"*
- *"I don't understand this..can you explain it to me?"*
- *"You didn't tell me!"*

A fellow traveler in the Orlando airport said one of his fightin' words was any sentence starting with the word: *"Look"*

I've been twittering on this, and thanks to Jason for *"take care"* and *"can you tell me why?"* and Galynn for *"you people"*.

How about you? [Twitter Me](#) or [Contact Me](#) and let me know your personal fightin' words.

In the stresses of today's climate, we become inwardly focused. We are less cognizant of how we respond to our internal customers - colleagues, peers, admin staff and even our boss - than we are to our external customers. Being aware of how you react to stress is key to avoiding conflict. [Read my blog](#) for details on regression and how it can surface in your behaviors.

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

[Contact Shari](#), 281.992.4136, to speak to your department, organization, group or conference.

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