

HOW TO TALK TO



“DIFFICULT” STUDENTS

IATEFL BESIG Conference Stuttgart 2012
Presenter: Patricia de Griesse

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(Murphy's) LAWS

- Communication usually fails, except by accident.
- If a message can be interpreted in several ways, it will be interpreted in a manner that maximizes damage.
- There is always someone who knows better than you what you meant by your message.

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LEARNING GOALS

- Understand Communication Dynamics
- Learn about the Concept of Personality and Communication Styles
- Use the Right Mental Attitude
- Choose the Right Responding Style

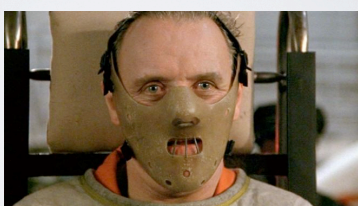
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WHAT IS A “DIFFICULT” STUDENT?

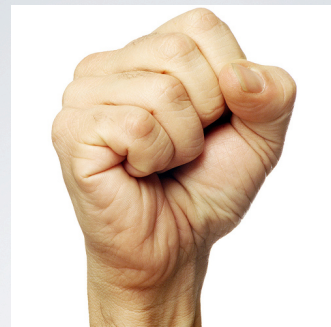
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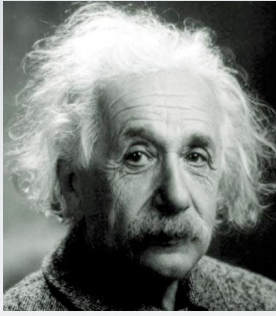
Source: <http://thebestpictureproject.wordpress.com/2011/04/13/science-of-the-lambo/>

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THE LESSON OF THE FIST

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"Problems cannot be solved at the same level of awareness that created them"

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MISTAKEN ASSUMPTION

Facts (see + hear) → Feel → Act

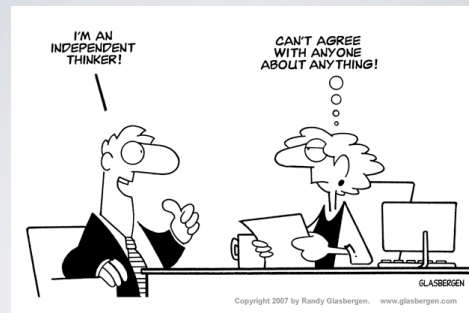
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PEOPLE SPEAK AT 100-175 WORDS PER MINUTE, BUT CAN LISTEN INTELLIGENTLY AT 600-800 WORDS PER MINUTE.



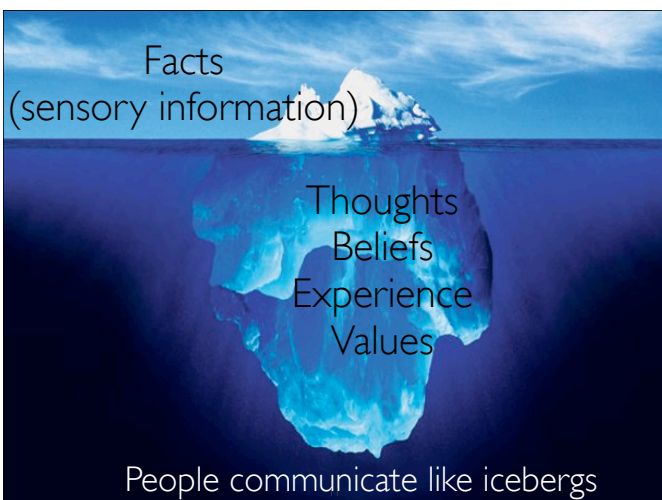
What are the implications of this data?

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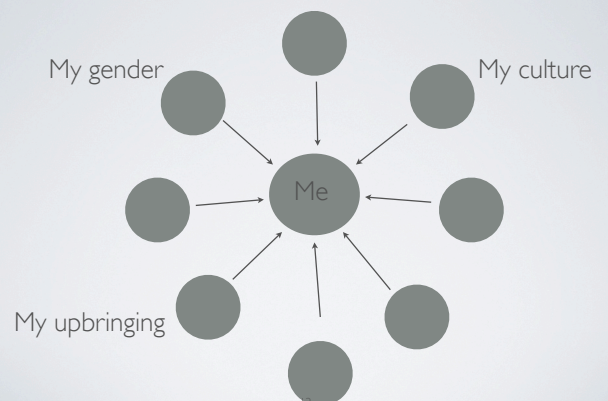


FILTERS + SELF TALK

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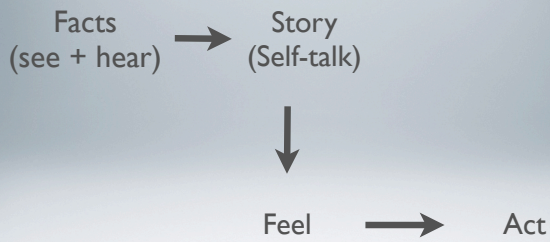


CIRCLE OF INFLUENCE



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WHAT ACTUALLY HAPPENS



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PAUL WATZLAWICK



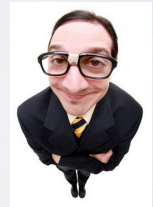
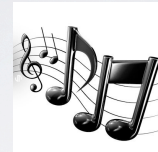
The Pragmatics of
Human Communication

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WATZLAWICK'S AXIOMS

- In face-to-face situations, communication is inevitable.
- Face-to-face communication always combines words and non-verbals.
- In face-to-face communication, it's always about content and relationship at the same time.

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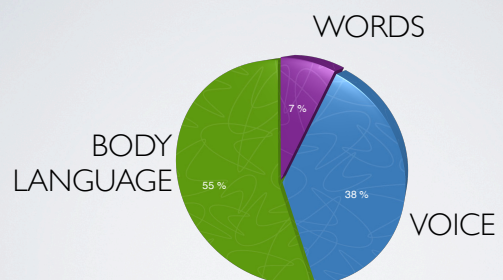
WORDS

VOICE

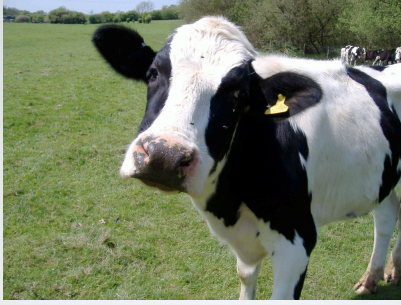
BODY LANGUAGE

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% IMPACT ON COMMUNICATION



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"I DIDN'T STEAL YOUR COW YESTERDAY."

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THE POWER OF NON-VERBALS



Source: http://nymag.com/daily/intelligencer/2011/05/from_the_time_capsule_dominiqu.html

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PRINCIPLES OF COMMUNICATION

We cannot NOT communicate.

Communication is also ALWAYS non-verbal.

We tend to believe our behavior is mostly a reaction to somebody else's behavior. And their behavior is a result of their character.

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RAPPORT

People like people who are like them.

People like people who like them.

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A QUESTION OF STYLE



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"I have evaluated the situation and I have made a decision. We will begin this course of action immediately."

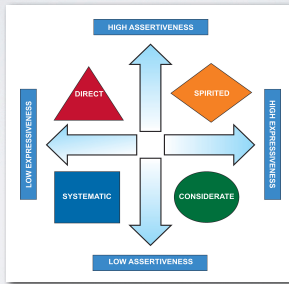
"This is an exciting project, and you will all come through as winners."

"I feel this may be a sensitive topic for some of us. Let's check with everyone before we proceed."

"Based on 5 years of reports and analysis, I suggest we move forward with the new project."

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DIFFERENT STYLES



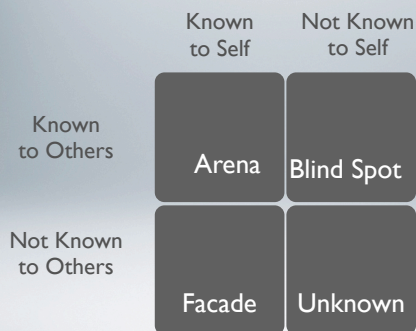
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Source: hrdq

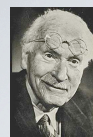
KNOW YOURSELF

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JOHARI WINDOW



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Carl Gustav Jung: *Psychological Types*

Where people find their emotional energy

How people make decisions

How people process information

Orientation to the world

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Different places we can find our emotional energy
INTROVERSION vs. EXTRAVERSION

Internal information processing
SENSING vs. INTUITIVE

Making decisions
THINKING vs. FEELING

Orientation to the world
JUDGERS vs. PERCEIVERS

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WHAT TO DO WHEN FORCED TO DEAL WITH A DIFFICULT PERSON?

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CALM DOWN

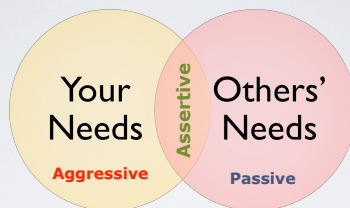
- Take a deep breath
- Excuse yourself
- Postpone the talk
- Go for a walk

Think of Your
Objective



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SHOW YOU CARE



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TALK ABOUT POSITIVE FUTURE

EXPLAIN PROBLEM SPECIFICALLY

AVOID

GENERALIZATIONS:
"NEVER, ALWAYS..."

LABELING:
"YOU ARE..."

PROVOCATIVE LANGUAGE:
"YOU ARE OVERREACTING."

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TALK ABOUT POSITIVE FUTURE

EXPLAIN PROBLEM SPECIFICALLY

STATE WHY THIS IS AN ISSUE

MAKE YOUR REQUEST

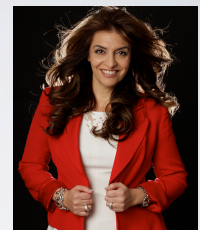
END POSITIVELY

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Trainer
Systemic Coach
Workshop Designer and Facilitator
Translator
NLP Master

Prime Areas:
Effective Communication Skills
Presentations
Negotiations
Cross-Cultural Awareness
Emotional Intelligence
Train-the-Trainer
Brain-Friendly Teaching Techniques
Business English

Patricia de Griesse



patriciagriese@compuserve.com