

APSEA So Chapter: August 2013 MINI-TRAINING SESSION

Topic: **“HOW TO DISAGREE WITHOUT ARGUING”**
(Condensed and modified from Working World Mag)

No matter how hard we try or strive to be sensitive to others' concerns, sometime we blurt stuff out and people take offense. Our comments may be intended to be positive or constructive but to some recipients, they may be unkind, unjust or just stupid. Following are several good ways to respond:

1. We Owe Each Other Respect: If you are the one who was insensitive, simply give a sincere apology and then move on. It might take time for others to accept and forgive you, but they will if you are more careful next time. If you are insulted, you can say something like: “I am sorry you feel that way”, and then also move on. Keep an open mind, because there may be truth in what the other person says. If so, make changes. Either way, always graciously accept someone else's effort to make things right.

2. Leave The Situation: If everyone is ragging on the manager or fellow employee and you disagree or, better yet, you have decided such conversations are morale-destroying, get busy with other tasks. If anyone asks why you did not join in, you can say you were busy or that you don't agree. Then move on to something else. You don't need to lecture the participants.

3. Confront The Issue: This action is not always necessary; many awkward situations are just little bump in the day. Sometimes the air needs to be cleared. Now is the time to use your most positive language and your most encouraging smile. Are coworkers pushing for everyone to go to a noisy bar for lunch? Say, “I would really like to go to lunch with everyone, but I just am not up to all that drinking.” Are you at a meeting where you don't have information you really should? Say, “I think that is a good question, but I will have to do more checking. What I do know is...”

4. Follow these simple tips and they will help you keep your chin up and avoid turning small disagreements into workplace vendettas which adversely affect productivity.

5. Keep on Smiling, be Positive and continue working as a Team.

6. See you at our next APSEA meeting to continue discussing our Mini-Training series . # pp