

LifeSolutions Corner – June 2008

“The May LifeSolutions Corner gave me some ways to calm myself down when I’m angry at work, but I’m still not sure what to say! Can LifeSolutions help?”

Sure! If you decide to talk with someone at work about the situation, it’s helpful to plan in advance. What to say depends on the “who, what, when, where, and why” of the particular situation you are upset about. Here’s a sample of things that *LifeSolutions* can help you think through ahead of time.

1. **Consider the situation and your goal.** What specifically do you want to try to address, change or accomplish by talking with the other person?
2. **Where is the person you want to talk with coming from?** The *LifeSolutions* counselor can help you to try to see the situation you are angry about through the other person’s “eyeglasses”. People are more likely to be open to your ideas and feelings if you can show them that you are making an honest effort to consider their point of view.
3. **Prepare ahead to present specific issues you want to discuss. Discussion is generally more productive than confrontation.** Give dates, times, and enough detail to help the person understand and address your concerns; suggest ways to resolve them if you can.
4. **Convey respect for the other person and his or her position.** Although you may feel angry, the *LifeSolutions* counselor will help you focus on attacking the problem--not the person.
5. **Use “I-statements” rather than “You- statements.”** *LifeSolutions* frequently coaches people on how to do this. Statements that begin with “I” are less likely to put people on the defensive than “you”-statements. Making I-statements helps your listener understand your perspective clearly.

We can help you with what to say in many ways! Give us a call at **1-800-647-3327**.

The LifeSolutions also invites you to visit us on the web at www.lifesolutionsforyou.com or send us an e-mail with your questions at ask@lifesolutionsforyou.com. Your question could be answered in a future LifeSolutions Corner!