

DON'TS ON COMMUNICATING

This section of the report is a list of things NOT to do while communicating with Suzanne. Review each statement with Suzanne and identify those methods of communication that result in frustration or reduced performance. By sharing this information, both parties can negotiate a communication system that is mutually agreeable.

Don't:

- Keep deciding for her, or she'll lose initiative; don't leave her without backup support.
- Be domineering or demanding; don't threaten with position power.
- Offer assurances and guarantees you can't fulfill.
- Push too hard, or be unrealistic with deadlines.
- Give your presentation in random order.
- Make promises you cannot deliver.
- Patronize or demean her by using subtlety or incentive.
- Don't be haphazard.
- Talk to her when you're extremely angry.
- Be abrupt and rapid.
- Force her to respond quickly to your objectives; don't say "Here's how I see it."

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