

TACT EXERCISE

ATTITUDE Adopt a mindset of serving them and helping them achieve their objectives. If you're their supervisor, you should give them the objectives.

BODY LANGUAGE Pay attention and give them your focus. Be in a learning position (don't cross arms, no hands on hips, etc.)

ACKNOWLEDGE HEAR them! Listen to understand, not to respond. Acknowledge what they've said, as well as how they're feeling.

TIME Wait for the appropriate time to address an issue. Don't interrupt their work unless their work is the issue. Ask them when an ideal time would be and try to accommodate.

ENVIRONMENT Praise in public, punish in private. Choose the right area for the right conversation.

REDIRECT Redirect any negative comments they have back to the topic at hand. If they start criticizing others, acknowledge that others have issues you (or they) can address later, but now we're focusing on YOU.

Have a conversation with a person you've had difficulty with in the past. Practice ABATER and record the results. What did you learn? What was the outcome?

TOPIC

LEARN

OUTCOME

DANGER MINDSET/INTENTIONS MATTER



What you say matters less than how you say it. People can sense your intention, so adopt a servant-leadership mindset.

“TACT IS THE ART OF MAKING A POINT WITHOUT MAKING AN ENEMY.”
–ISAAC NEWTON

TACT RESOURCES

- Read *The Power of Tact* by Peter Legge.
 - Summarize each chapter in one paragraph.
 - Write down two times over this past month where a lack of tact on your part led to misunderstanding or negative results.
 - Write down what you could have done to influence that person or circumstance in a more positive direction using a more tactful approach.
- Read <https://hbr.org/1995/09/the-power-of-talk-who-gets-heard-and-why>
 - Look at the different linguistic styles (Feedback, Compliments, Ritual Opposition, etc...) and write down the areas which you personally struggle in identifying at work. Write down the specific names of people you work with who fall into each area.
 - For example, you may have an assertive peer who struggles with the “One Up, One Down” style and constantly strives to boast or put others down. Write down how you can have a better communication style with those people.
- Read https://rover.edonline.sk.ca/system/guides/communicating_with_tact.pdf
 - Complete all of the exercises and take them to your supervisor during your next evaluation.
- Read *The Speed of Trust* by Steven Covey, or read the summary at: <http://www.speedoftrust.com/How-The-Speed-of-Trust-works/book>
 - Summarize each chapter or main idea and write down how it applies to your professional life.
 - Pay particular attention to the first of the 13 Behaviors of High Trust. Write down how you can achieve that behavior more consistently at work.
- Read <https://www.skillsyouneed.com/ips/tact-diplomacy.html>
 - Pay attention to the “Prerequisites for Successful Tact and Diplomacy” section. Write down the areas in which you are the weakest, and click the embedded links to learn additional skills in those areas.
 - Read the “Strategies” portion and write down the areas which you most struggle with. Develop a plan of action to improve in those areas. Each week, re-evaluate your weakest areas and work on those.
- Read <https://www.mindtools.com/pages/article/tactful.htm>
 - Write down one of the six ways to develop tact and practice it for one week. Write down your successes, struggles and lessons learned. Do this weekly until you feel you’ve mastered that method to develop tact, then move to the next.