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– One-Liners –

Want to be more effective at work or home? Effective one-liners can clarify, engage, and improve our conversations. I have learned many of these one-liners from my mentors. Most of these examples can be appropriate in multiple situations, with a boss, partner, or child. Some of the responses would be specific to a parent-teacher conference, or a special education meeting.

Your boss says: The customer service being provided is not up to company standards.
Response: *Could you give me some examples so I know what you mean?*

Your partner says: We never seem to spend any time doing things we enjoy.
Response: *We can change that.*

Your child says: All my friends get to do this!
Response: *Let me make sure I understand what you're saying...*

Your child's teacher says: Your daughter is choosing to misbehave.
Response: *Let's figure out what my child is trying to communicate through her behavior.*

An administrator says: I'm sorry, but we're not able to provide that service for your child.
Response: *Please show me the statute, regulation, or policy that details why you can't.*

[Click here](#) to view a handout on my website with additional one-liners you can use at IEP meetings.

Identify your vision: **Decide which one-liner will work best, and when to use it.**

Use your voice: **Learn how to communicate during conflict and incorporate respect.**

Work together: **Make interactions memorable and have the intent to move forward.**

Please let me know if you're interested in one of my presentations and/or customized consulting and coaching. What we anticipate determines what we find!

Charmaine Thaner