

PEOPLE FIRST,

TIP:

I HAVE WORKED WITH A FEW 'SPEAK TO THE HAND' PEOPLE THROUGHOUT MY CAREER AND WHEN THEY GET TRIGGERED, THEY CAN DEMONSTRATE AN INAPPROPRIATE RESPONSE TO FEEDBACK. AN INDIVIDUAL WHOSE GO-TO RESPONSE IS 'SPEAK TO THE HAND' WILL QUICKLY SHUT DOWN DISCUSSIONS AND SQUELCH FEEDBACK. IF YOU HAVE SOMEONE LIKE THIS ON YOUR TEAM, YOU HAVE TO WORK DILIGENTLY WITH THEM TO RECOGNIZE THEIR INHERENT WIRING AND COACH THEM TO TAKE A BREATH, CONSIDER AND THEN CONSIDER SOME MORE BEFORE RESPONDING. THIS IS THE DIFFERENCE BETWEEN A REACTION AND A RESPONSE. THE LATTER WHICH IS FAR MORE CONSCIOUS, MINDFUL AND INTENTIONAL A GREAT RESPONSE FOR THESE FOLKS WHEN THEY GET THEIR HACKLES UP IS, "LET ME THINK ABOUT THAT." A SUFFICIENTLY NON-COMMITTAL RESPONSE GIVES THEM TIME TO PROCESS AND REVIEW THEIR INNATE REACTION AND COME BACK TO THE PERSON WITHOUT THE BRIDGES BETWEEN THEM BEING ABLAZE.