

Session 29

COMMUNICATING (Or: I thought you said she said he said?) - Keeping your ideas out there

WHOSE FUTURE GOAL 20: You will learn to communicate effectively in small group settings.



Hello! How's the #1


SALESPERSON



at Kelsey's



New and Used Cars?

Got your persuade shoes  on and ready to convince some folks that you have some goals and ideas that you want included in your IEP?

Right! Then time to motor back onto



that highway!

Your customer looks like she might be considering all of the extra advantages to buying her car from Kelsey's that you have told her about. You could easily keep going on and on...I mean that is what they trained you to do, right? But you know better than to keep talking and talking and talking.

One of the first things you learned about selling cars is that after you give people the facts they need, it is a good idea to let them talk about what they want and what they think of the things you've told them. Of course, sometimes you need to say something. You usually wait until there is a

small silence before you say something else...maybe ask a question or point out something that the customer might not have seen. Sure enough, your customer seems to be talking herself into buying the car from you...right then and there! It helps to have that bright, shiny red Speedo XF2 sitting

there! 

REDUCE
SPEED
NOW



Check it out. What has happened here that would be useful for you to know about for your educational planning meeting?



1.

2.

Did you notice two things that might be useful? One is that you have to be careful not to talk too much or too little. The other is that it helps to keep your ideas in front of people so they can think



about them.

Talking too much or too little. That can be a big problem at a planning meeting.



What is going to happen if you talk too much?



Right. After a while, no one is going to listen to you at all. It's like what happens with the elevator music they play at the department stores.



When you first walk in you hear it, but after a while you don't hear it unless you think about it. You just tune it out. Well, your team members are likely to tune you out if you go on and on and on...like the Energizer Bunny®!

On the other hand, if you don't say anything, what are they going to think?



Right. They are going to think that you are not interested or don't have any good ideas. Don't care what they think? Well, pretty soon, if they think you don't have any good ideas, they are going to



start treating you like a kid... you know, talking down to you, telling you what to do and when to do it. Then they will make decisions about your life for you.

Not good. So, how do you know when you're talking too much or too little? Well, good question. Usually you know you've talked too much when you leave a meeting and you have this feeling in your bones that you said too much! But

that's too late. Use a few common sense rules to decide when and when not to say something during your meeting.

**To speak or not to speak,
that is the question.
blah, blah, blah, and so forth.**

Speak... when you are spoken to!
When someone says something to you, look them in the eye and answer him or



her. Don't shrug your shoulders and mumble, but speak up!

Don't speak... when someone else is



speaking. It's rude and it will make them mad. That won't get you anywhere.

Speak... when you haven't said anything for a while. If you sit too long people will wonder if you're asleep with your eyes open! You can find something to comment about, even if it just to say you



agree with something.

Don't speak... if you've been talking a while and it looks like other people have



questions. If you've been talking for a few minutes, telling people about a goal you would like to have in your education plan, and you look around at the other team members and notice that they are trying to say something or have puzzled looks on their faces. Now it's time to be quiet for a few minutes. Let them ask questions or give their opinions

and only speak if you are asked a question.

Speak... if you have something important to say about a topic. Go ahead! Speak up! Be assertive! Of course, be polite and wait until no one else is talking, but put in your two cents.



But keep it short and to the point. This is no time to tell a long story about something that is only slightly related.

The best rule is to pay attention to what other people are saying, take part in the discussion, but respect the rights of other team members to take part, too.


The second thing #2 worth remembering

is that it pays to keep your idea  or





goal in front of everyone. Your customer was thinking about where she wanted to buy her car and trying to get all the facts so she could make a decision. (I wonder if she knows the **DO IT!** process?)

Anyway, she was thinking and thinking, but all the time she was looking at that


shiny, red sports car.  She was thinking about how much fun it would be to drive. She was thinking how much she would enjoy showing it to the people she works with at the bank. She was beginning to think she might want to just drive it right of that showroom that morning!

We all do that. Why do you think they put those pictures of the **Monster**

Burger  on the wall of the **Burger Beast** where you work? They put those pictures there so that the customer will walk in, look at that perfect **Monster**

Burger  and think “Gosh, that looks great. I think I’ll have a **Monster Burger Meal**.”


It works, too. Keep your product out in front of the customer and they might just

buy it. Same is true for your idea,  opinion, or goal. The more people look at it and see that it is a good plan or idea, the more they might begin to buy into it!

But, you say..... it’s easy to keep a car



or a burger  in front of people.


How do you keep an idea  or goal




in front of people?

I’m glad you asked that question.

One thing you might do is to come into

the meeting with your idea  or

goals  written out on a sheet of


 paper. Make sure there is a

copy for everyone and make sure the sheet is neat and clean. That will keep it in front of everyone and at the same time let people know you are serious about this stuff.



Take a few minutes and use the sheet called **FOUR THINGS I WOULD LIKE TO TALK ABOUT AT MY MEETING**, to identify four goals,



ideas,  or opinions you would like to talk about at your meeting. (It's at the end of this session). Be positive about what you say... make your opinion sound


assertive!



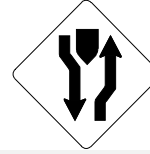
When it comes time for your meeting, you will have this to hand out if you choose to do that. If you change your mind between now and then, you can always make a new list.

Go ahead, I'll wait.

Got it? Good. One other way you can

keep your ideas  before the team is to mention them a couple of times. Be careful, don't bring them up so many times that people get tired of hearing them, but when the timing is right, repeat your idea, goal or opinion as one you would still like the team to consider.

Right. Now, back to the showroom.



Just as you thought, your customer has made a decision. She turns to you and tells you that she might be interested in buying the car if the terms are right.

Now comes the part that most car buyers dread the most. Talking about the money.



The whole process is frustrating. Your job is to make it as easy as possible for someone to buy a car. You work hard to make sure that customers understand everything they need to know to make a good decision.

In this case, it's easy. The customer has done her homework. She knows how much she can afford to spend and even has arranged with the bank for getting her loan approved before coming in.

After working out the details, you sell her the car.



Look at what has just happened at the car showroom and find what is important to remember for your educational planning meeting.




What was going on as you and your customer were deciding on a price for the car?

Negotiation and Compromise

Two important words to remember.

Negotiate means to work out a deal on something...like the price of the car.

\$

\$  When you negotiate something, you talk with the other person or people, find out what they want and try to find something that you all can agree to.

When you agree to something that was different from what both parties started with, that is a compromise.

Why, you ask, should you settle for anything other than exactly what you want? Well, the answer to that is pretty simple.

If you don't, you will never get anything you want! If you hold out for things just as you want them, you may find yourself with nothing.

Compromising is a way to get most of what you want because the other people get at least some of what they want as well. Everybody's happy, right?

Look at it this way. Say you and a friend have the same amount of money, and together you have exactly enough

dollars to get a pizza.

You go to the pizza restaurant. You announce that you want the Pepperoni with Extra Cheese. Your friend wants Sausage and Mushrooms.

Problem.



What do you do? You could insist that you get your way and your friend insist on getting her way and the next thing you know neither of you gets anything.

Or you could use

Negotiation and Compromise

So, in talking about types of pizza you both discover that your second favorite topping is hamburger. You could order one of those pizzas and both be pretty happy. Sure, it's not Pepperoni and Extra Cheese, but it beats nothing.


Or maybe you decide that you will split the pizza, get half Pepperoni and Extra Cheese and half Sausage and Mushroom. You don't have as much pizza to eat, but on the other hand you only paid for half anyway.

Most things aren't as easy to negotiate and find a compromise about as pizza. You have to work at finding what would be a good compromise. But once you begin thinking about it, you get better and better at it.

Tips for

Negotiation and Compromise


1. *Be prepared.* Before the meeting,


think about what you would not  be willing to compromise on. Make sure you have a very good reason for this. If you find that you have a whole list of

things you are not willing to compromise on, you will not accomplish most of what you want.

2. *Never say never!* When you get to the meeting, listen to what others have to say. You might find yourself willing to compromise on something you didn't want to because someone else has a good idea.

3. *Remember the Alamo!* Don't back yourself into a corner where the only thing you can do is become

defensive.  Don't draw a "line in the sand" and then challenge the other team members to cross it. In the end, you won't get what you need.

4. *Teammates!*  Keep in mind that the members of the planning committee, including yourself, have the same goal...to put together the best educational and transition plan to meet your educational needs. These are not your enemies you are dealing with here! They are people who care about what happens. They might have different ideas on how to get what you need, but if you deal with them as teammates and not enemies, you will find that they will be more likely to see things your way. We'll talk more about this next time.

5. *Never say never, part 2.* If, in the end, you don't achieve what you want, don't give up. Go back and look at the reasons you didn't get what you wanted. Maybe you need to change some things about your idea or plan. Maybe the timing was just wrong. Be

honest with yourself. Then, if you still think it is important, find ways to convince others that it is important.



Take a look at these examples. What compromises might work in each case?

You want a Saint Bernard dog because you

really like big dogs.



Your brother wants a Scotty because he wants a dog that lives inside your house.



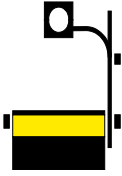
You need to go by the library to return a book and you need someone to drive you there. Your sister doesn't want to drive you because she is watching her

favorite TV show.






Driver's education is offered at the same time as a math class you have to have to graduate. You have two more semesters left before you graduate.








Let's look at what you covered this session.

- ☒ You learned that you have to be careful not to t_____ too much or too little.
- ☒ You saw that it helps to keep your i_____  in front of everyone so they can think about them.
- ☒ You figured out that writing your ideas  out and giving others a c_____ might be a good way to keep your ideas in front of other team members.
- ☒ You learned that n_____ means to work out a deal on something and find something that everyone involved can agree with. \$

- ☒ You learned that to c_____ is to agree to something that was different from what you wanted in

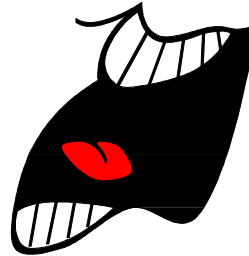
the first place, but that compromising is a good way to get most of what you want.



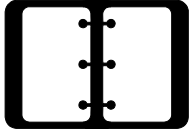
Before the next session, you should have:

-  Looked at the IEP form and decided what is important to you in each area.
-  Talked to your parents, teachers and other people about your ideas.
-  Completed the form listing things you would like to talk about at your meeting.

Okay. So that's it for now.



Later.



Session 29 Summary Sheet - Keeping your ideas out there

WHOSE FUTURE GOAL 20: You will learn to communicate effectively in small group settings.

- ☒ You learned that you have to be careful not to talk too much or too little.
- ☒ You saw that it helps to keep your ideas in front of everyone so they can think about them.
- ☒ You figured out that writing your ideas out and giving others a copy might be a good way to keep your ideas in front of other team members.
- ☒ You learned that negotiation means to work out a deal on something and find something that everyone involved can agree with.
- ☒ You learned that to compromise is to agree to something that was different from what you wanted in the first place, but that compromising is a good way to get most of what you want.

FOUR THINGS I WOULD LIKE TO TALK ABOUT AT MY MEETING



NAME_____

MEETING LOCATION_____

DATE OF MEETING_____ TIME OF MEETING _____



1. _____

2. _____

3. _____

4. _____

