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## **TONGUE FU!®**

1. Every time we communicate, we either set up rapport or we set up resentment. Avoid trigger words that cause *conflict* and replace them with words that create *cooperation*.

### **WORDS TO LOSE**

### **WORDS TO USE**



- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_
- e) \_\_\_\_\_

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**Action Plan:** Identify a situation you recently handled with a Word to Lose and describe how you will handle that situation more effectively from now on by using Words to Use.

I used to say this \_\_\_\_\_(when this happened), and from now on, I will say\_\_\_\_\_

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Concerned that two weeks from now, your good intentions will be forgotten? Keep these Words to Use “in sight, in mind” and they can help you *catch* and *correct* those “I wish I’d said” and “Why didn’t I say?” Not sure you can change years of habit? This exercise can help you understand and apply the **Three Stages of Learning**. Don’t give up if you don’t get immediate, perfect results. Persevere through initial frustration and you *can* acquire new communication skills that help you get along better with just about anyone, anytime, anywhere.

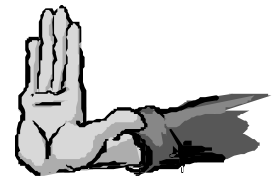
A \_\_\_\_\_

A \_\_\_\_\_

A \_\_\_\_\_

2. Use these **Tongue Fu!**® techniques to think on your feet and deal constructively with people who are behaving in unfair/unkind ways.

A. **Are people blaming and name-calling?** End arguments (they serve no *good* purpose) with these gestures and “save face” phrases. As JFK said, “Our task is not to fix the blame for the past. It’s to fix the course for the future.” The goal is to find \_\_\_\_\_ not \_\_\_\_\_.



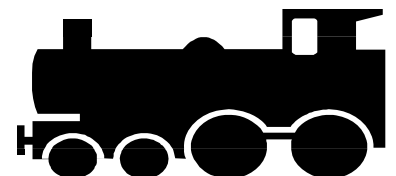
B. **If someone complains, don’t explain.** Why? Explanations often come across as \_\_\_\_\_. If what they’re saying is basically true, say, “\_\_\_\_\_!” and take the AAAATrain.

A =

A =

A =

A =



- C. **Don't know what to say?** Say “\_\_\_\_\_”  
\_\_\_\_\_?”

Reversing accusations with a question can help reveal the **real issue** and we can address *that* instead of reacting emotionally to their attack. This will prevent us from debating their (dubious) point. It can help us from becoming tongue-tied and from saying something that we regret (Tongue Glue!).

3. Develop a **philosophy** that helps you be the *kind* of person you want to be - even if others aren't. Adopt a motto that kicks in when things go wrong so your “automatic attitude” serves vs. sabotages you.

A. When faced with adversity, remember Abraham Lincoln's observation, “Most people are about as happy (miserable) as they make up their minds to be.” Manage our moods (vs. being at their mercy) by remembering Eleanor Roosevelt's words of wisdom. Is *that person* the one who's making us mad?

B. Every job, relationship, and day has its challenges. Are we going to dwell on that irritating individual or incident - or are we going to choose to focus on the many blessings we have (and often take for granted)?

How do we make this abstract idea a reality? By remembering George Bernard Shaw's insight and by investing 15 seconds a day to record something that went well. It is a tangible way to focus on what's *right* with our world instead of what's *wrong*.

**MY PERSONAL PHILOSOPHY:**

## **SUMMARY AND PLAN OF ACTION**

**“Just because something is common sense doesn’t mean it’s common practice.”** What’s one idea you’re going to **use** to deal with difficult people - without becoming one yourself? Starting today, I’m going to \_\_\_\_\_

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***Lisa Chell** specializes in coaching managers and their teams to build values based work environments with better communication, concentration, confidence and cooperation.*

*As a speaker, she focuses on fresh, instantly usable, breakthrough ideas which give you an easy, immediate action plan that works.*

*Lisa will help you **Get Clear, Take Action, and Accelerate Results!** so that you find and live your values, purpose and passions.*

*Visit Lisa at [www.ultimateclarity.com](http://www.ultimateclarity.com)*

## **Fu! For Thought Presentation Quotes:**

« Sticks and Stones can break my bones, but words can break my heart. » Robert Fulghum

« Nothing is a waste of time if we use the experience wisely. » Auguste Rodin

« A man convinced against his will...is not convinced. » Laurence J. Peter

« Clear your mind of Can't » Samuel Johnson

« Kind words can be short and easy to speak, but their echoes are truly endless. » Mother Teresa

« We don't see things as they are, we see things as we are. » Anaïs Nin

« If at first you don't succeed, you're about average. » Anonymous

« If we were to make the conscious and frequent effort of treating others with consideration, the effects on us and on society as a whole would be amazing. » Henry Charles Link

« Anyone who doesn't think there are two sides to an argument is probably in one! » Tongue Fu'ism

« I personally think we developed language because of our deep inner need to complain. » Jane Wagner and Lily Tomlin

« I have never been hurt by anything I didn't say. » Calvin Coolidge

« If you can laugh at it, you can live with it. » Erma Bombeck

« Our greatest freedom is the freedom to choose our attitude. » Victor Frankl

“No one can make us feel inferior (mad) without our consent.” -E. Roosevelt

“We can choose to look upon Life as a series of trials and tribulations, or we can choose to look upon Life as an accumulation of treasures.” E. Roosevelt

## More Fu! For Thought



What do you say to yourself when something goes wrong? Do you think, “You’re going to pay for this,” “Get off my back!” or “I don’t deserve this?” These reactions are understandable, however they make matters worse. In fact, initial reactions almost always hurt more than they help.

One goal of TONGUE FU!® is to re-program our emotional reflexes so they *serve* rather than *sabotage* us. Adopt a *constructive* philosophy so if something negative happens our *raison d’être* (reason for existence) kicks in and enables us to respond with compassion rather than contempt.

Discuss these thought-provoking quotes and then develop your own “words to live by” so you can handle adversity with grace and gentle determination.

“There are no victims without volunteers.” - Anon.

“There is only one thing that remains to us, that cannot be taken away, to act with courage and dignity and to stick to the ideals that give meaning to your life.” - J. Nehru

“All the mistakes I have made, all the follies I have witnessed, all the errors I have committed — have been the result of action *without* thought.” - Anon.

“Treat people as if they were what they ought to be, and you help them become what they’re capable of being.” - Goethe

“Kind words can be short and easy to speak, but their echoes are truly endless.”  
- Mother Teresa

“I’ve suffered a great many catastrophies in my life. Most of them never happened.”  
- Mark Twain

“If you don’t stand for something, you’ll fall for anything.” - Ann Landers

“What we accept, we teach.” - Anon.

“Control your emotions, or they will control you.” - Chinese proverb

“No act of kindness, no matter how small, is ever wasted.” - Aesop

“We are healthy only to the extent that our ideas are humane.” - Kurt Vonnegut

**What is your philosophy? What guidelines govern your actions? What are you going to say to yourself to keep a positive perspective — no matter what!**

« At the moment of truth...you can make excuses or you can take action. » Lisa Chell

## Tongue Fu!® Tips for Turning Resentment into Receptivity

1. Don't like how someone is acting? Be sure to use **positive phrases to ask for what you want rather than telling people what you don't want**. Why is this so important? The mind doesn't register the words "stop," "don't," "not," and "won't." It imprints and produces what it hears, which means negative words produce negative behavior. . . even when they're prefaced by a command to *stop* doing them. We will get better receptivity and results if we make requests rather than reprimands.

### Negative

### Positive

"Stop interrupting me."

"Please let me finish."

"If you come in late again, you're going to be in trouble."

"Please be at your desk by 8 am, ready to take phone calls."

"Your work area is a mess."

"Please organize your desk so we can find files if you're not here."

"I'm tired of you yelling all the time."

"Please speak to me with respect."

"You better not lie to me."

"Tell me exactly what happened."

"This handwriting is illegible."

"Please write so people can read your notes."

"I hope I don't forget his name."

"I'm going to remember his name."

2. Remember, extreme words produce extreme reactions. Kahlil Gibran said, "Exaggeration is truth that has lost its temper." If we use inflammatory words such as "always" or "never," other people will lose their temper -- with us. Why? All or nothing words are rarely true. Aggrieved individuals will be quick to point out the exception to what we've said and discount it. Solution? Make *specific* rather than *sweeping* statements.

"You're always complaining."

"What are your suggestions?"

"You never consider how I feel."

"Please put yourself in my place."

"No one appreciates me."

"I'm overdue for some appreciation."

"Everyone gets to talk but me."

"I'd like to contribute something."

Please make up your own "Before and After" negative/positive phrases that could produce the *desired* vs. *dreaded* behavior with your co-workers, customers, or kids.

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