

Zdravstvuyte Nǐ Hǎo **JAMBO** Galab Wanaagsan **Guten Tag**
 Marhabaan **Tere** ḥyālō **Hello** Olá Chào Bạn Hëlō
 Annyeonghaseyo Kon'richiwa Vanakkam **Merhaba** Namaste Bonjour Halō



2018: You Had Me At Hello!

Communication Strategies for Tough Situations with Teens and Everyone Else

Take Home Action Plan

(In-depth version. See other side for quick version)



For more information on Communication Strategies for Tough Situations with Teens and Everyone Else, please contact:

Heidi Pope, Youth Development Director
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OR

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2018: You Had Me At Hello!

Communication Strategies for Tough Situations with Teens and Everyone Else

Quick Tips for Fast Acts!

(Quick Version. See other side for In-depth Version)

OPTION 1: Identify a **SIMPLE CHANGE** you can make for employees to enhance communication skills

- Share **active listening** techniques
- Promote using **Options** strategy in **conflict resolution**
- Teach "**Say it Right**" language

OPTION 2: Name **ONE CHALLENGE** you plan to tackle when you get back to your agency

- Challenge staff to write **relevant scenarios** to use for practicing skills
- Promote **StreetStyle** strategy of making Contact, Connecting or Concentrating with teens.

Option 3: Pick a **LOW COST** idea you could use in your staff training program

- Identify **Listening** versus **Hearing** exercise from YouTube
- Lead **Observing** versus **Seeing** exercise (Kim's Game, YouTube video)
- Join Oprah's "**Just Say Hello**" campaign

WHEN EMPLOYEES demonstrate: Confidence, Respect, Professionalism, Engagement
YOUTH will feel: Welcomed, Connected, Engaged, Respected



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