How to Say Anything to Anyone

Lorey A. Zaman, President
NYS PTA

Jane E. Harsha, 1st VP
NYS PTA

Summer Training Camp
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Setting Ground Rules

- Collaboratively set
- Remind people often
- Hold people accountable
Board Development Exercise

• Rules of Engagement
Setting Expectations for Powerful Working Relationships

- 99.9% of breakdowns with others are predictable and preventable
- You train people to treat you as they do
Game Changer

• Learn to say, “Thank you for the feedback.”
  – Cannot change what they say, only how you react to it
Board Development Exercise

• Reality Check:
  – Deal Breakers
  – Pet Peeves
  – Work enjoyed v not enjoyed
  – Preferred communication method
Set Expectations/Request Candor

- All human beings go through a process when they receive negative feedback:
  - Shock
  - Anger
  - Resistance
  - Acceptance
Board Development Exercise

• Replicate good behavior/change not so-good behavior:
  – Be specific
  – Give examples
  – No Cap’n Crunch
Debrief Everything

• Meetings, Events, Programs, etc.
  – What worked
  – What could we have done differently
Questions