



How to Say Anything to Anyone



**Lorey A. Zaman, President
NYS PTA**

**Jane E. Harsha, 1st VP
NYS PTA**

**Summer Training Camp
August 1, 2020**

Setting Ground Rules



- Collaboratively set
- Remind people often
- Hold people accountable

Board Development Exercise



shutterstock.com • 140966836

- Rules of Engagement

Setting Expectations for Powerful Working Relationships



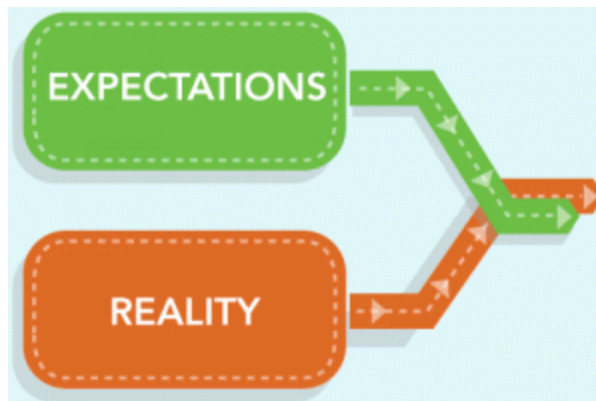
- 99.9% of breakdowns with others are predictable and preventable
- You train people to treat you as they do

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

