

Best Practices White Paper



Insights to help move
the performance needle

Assess Needs

Grow Revenue

Satisfy Customers

Create Leaders

Manage People

Optimize Projects

Measure Results



The Exact Expertise to
Ignite and Sustain Performance™

10 Tips for Dealing with Unconstructive Debate Behaviors

Some of what passes for debate in today's polarized media sounds rather more like a screaming match or playground name-calling contest.

Unfortunately, as more and more people are exposed to this style of (non) communication, some of it has filtered into corporate meeting rooms and teleconferences. You may one day find yourself facing such a situation, and it is best to be prepared. Here are some guidelines to keep in mind:

1. **Keep your cool**

Never allow an ad hominem argument or accusation to push your defensiveness buttons, or you may find yourself the focus of a feeding frenzy.

Example: "What is the concern behind that question?"

2. **Stay rational**

Your adversary would prefer to fight the issue on an emotional or polarized basis. Your best offense is to remain perfectly reasonable.

Example: "That's an interesting point of view...how did you arrive at that conclusion?"

3. **Clarify**

Ask the other person to clarify his or her position or rationale. Do this calmly but persistently until you think you understand it (even though you don't agree).

Example: "What is the basis for that position? Explain your rationale to me."

4. **Recognize and Rephrase**

Recognize a "trap question" and rephrase it as that person's opinion rather than answering it.

Example: "I gather from your question that you disagree with me about..."

5. **Insist on Your Airtime**

Don't allow yourself to be interrupted before finishing a thought; insist on your airtime.

Example: "Stop! I'd like to finish my thought; then I'd be interested in hearing your response."

6. **Paraphrase Constructively**

When you paraphrase the other person's point, do it in a way that makes the statement sound more reasonable or intelligent than you actually think it is rather than going down the tempting but dangerous path of making that person sound bad, wrong, or stupid.

Example: "So, from your point of view, you would...do I have that right?"

GET MORE
SOLUTION
DETAILS



GO TO
LSA GLOBAL
WEBSITE



The Exact Expertise to
Ignite and Sustain Performance™

7. **Strive for Accuracy**

Don't allow an inaccurate characterization of your views to stand. Stop the process, if necessary, and correct the person publicly but politely by restating your opinion or idea.

Example: "No, that is not an accurate reflection of my opinion. I said..."

8. **Consider their Point**

Look for an opportunity to consider a point the other person is making in a constructive and rational way, even if you still disagree with it.

Example: "Before you continue, let me make sure I have understood your point. You think..."

9. **Inquire**

Use a presumptive question to learn the strength of the other's opinion.

Example: "Are you saying that there are NO circumstances under which you would consider...?"

10. **Advocate**

If the other person does not give you any airtime, interrupt when she or he pauses for breath, but only to paraphrase, in a non-evaluative way, a point the person has made (not to insert your thoughts). Pause for a split-second; then say why you disagree.

Example: "You've made an interesting point about...(pause). Here's where I disagree..."

GET MORE
SOLUTION
DETAILS



HAVE AN
LSA EXPERT
CONTACT ME

GO TO
LSA GLOBAL
WEBSITE



The Exact Expertise to
Ignite and Sustain Performance™

We help make companies more competitive through people.

Founded in 1995 on the principle that training "by itself" will not drive tangible change or business results, we work with a select group of clients to get the most out of their people. Every training and consulting solution we provide increases revenue, decreases costs, or raises productivity.

Who we work with

Our clients are typically mid-market business leaders who believe that investing in people is vital to their success. The majority come from the high-tech, life-sciences, and service industries and often lack the internal resources or expertise to get the job done. They want more than what traditional training and consulting approaches can deliver.

What we do

We get results. Our one-stop-shop offerings range from creating a high performance culture, to outsourcing the training function, to designing and delivering targeted learning solutions. We excel in seven key practice areas: assessment, sales, loyalty, leadership, management, project management, and measurement.

How we do it

We partner with our clients in a way that makes sense for their unique situation. First we identify the key metrics they want to improve. Then we assemble a dedicated team of experts who have successfully solved similar problems with similar clients. Our expertise and flexibility allow us to move the performance needle faster and farther than anyone else in our industry.

Our Guarantee

We are fiercely devoted to the success of our clients and guarantee results.



The Exact Expertise to
Ignite and Sustain Performance™

Our clients tells us that we are different.

Our clients tell us that we save them both time and money. Our clients tell us that they appreciate access to certified best-in-class experts who help them to move the needle.

Our sales clients

confirm that they have grown sales by 40%, increased units sold by 42%, increased average pricing by 12%, and closed over 50% of their pipeline.

Our customer loyalty clients

confirm that their customer revenue per household increased by 18%, repeat calls decreased by 48.4%, single contact resolution increased by 6.1% and their overall customer satisfaction increased by 10%.

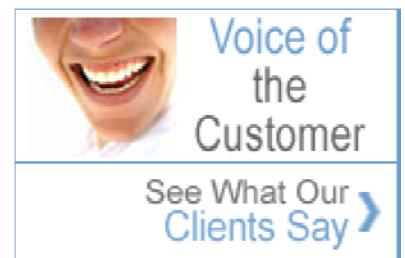
Our leadership and management clients

decrease their costs by up to 50%, increase speed-to-productivity by 60%, accelerate promotions by 20%, decrease unwanted attrition by up to 40%, and report an additional \$13m to their bottom-line.

Our project management clients

inform us that, by regularly completing projects that meet or exceed expectations, they have become an anomaly in the world where most projects disappoint or fail.

Request an LSA Expert
Contact Me >





The Exact Expertise to Ignite and Sustain Performance™

Representative Clients

We are fiercely devoted to the success of our clients and proud that over 85% of our business comes from repeat business with satisfied clients.



97.5% client satisfaction

98.2% recommend LSA

98% solution satisfaction

129% knowledge gain

800+ Assessment and Measurement Projects

45+ Client Case Studies

100+ Client Testimonials

Top 10% Certified Experts