

Discussion question response

Business



and Number Discussion Response Hi Kristine, I enjoyed reading your post. I like how you talked about the importance of being factual and direct when dealing with a boss. I think that is definitely a key way to persuade a person who is in this particular position. I also like that you mentioned repetition after the initial presentation of facts. Sometimes, in a presentation, it can be difficult to remember everything that has been said, and I think this is especially true for a boss figure because they have so much on their plate anyway. Repetition/reiteration is a great way to conclude this type of interaction.

I also completely agree with what you said about dealing with a challenging person in terms of gossip and jokes. I had not considered this aspect before, but I think you are right that it might hurt your credibility with that person. According to an article entitled “ How to communicate effectively with difficult and challenging personalities,” it is vital that a person is very organized and has what they are going to say planned out when talking to a challenging person(Sabol). I definitely think you hit the nail on the head with this idea when you talked about sending them further information like a credible website after speaking with them. I think doing this allows the challenging person some time to think over what you have said and work through any of their doubts or concerns with what was said as well.

In talking to an open minded person, you mentioned that you might ask their thoughts on certain things. I think that is a good idea because it lets this person know that you care about their thoughts and ideas and are open to suggestion. The one thing that I think is difficult in a workplace environment, however, is the process of identifying which person fits into which category,

especially in terms of peers, challenging people, and open-minded people. In your opinion, how do you decide who fits into what category before embarking on a specific persuasion or communication technique?

Works Cited

Sabol, Byron. " How to Communicate Effectively with Difficult and Challenging Personalities." EzineArticles. 2007. Web. 12 Jan. 2012. .