

What's the Point?

- *What do you need to accomplish?
 - *Is there another way?
 - *What's the bottom line?
-

Is It Worth It?

- *Is this a battle worth fighting?
 - *Will this improve the relationship?
 - *Is this really a non-negotiable issue?
-

What Will It Take?

- *What would motivate you?
- *What will you need to succeed?
- *Where will you start?

You Can't Make Me! (But I Can Be Persuaded)



Turning Conflict Into Cooperation

A Presentation at the

**International Conference of Police Chaplains
Northwest Region #2 –
Regional Training Seminar, 2013**

By best-selling author



CynthiaTobias.com



**Visit Cynthia Tobias
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Points to Remember

**We don't have trouble with authority—
we have trouble with how you
communicate your authority.**



**We don't need to control you—
we just can't let you take all control
away from us.**

**The quality of the relationship you have
determines the effectiveness
of your communication strategies.**

You do not let your child off the hook if you modify your requests. The strength of your convictions as the parent helps your child feel secure. Your enforcement of the rules prevents your children from becoming spoiled brats. But how you choose to communicate your message makes all the difference in the world.

—Cynthia Tobias, *You Can't Make Me*

Five To Survive

*Key Strategies for Bringing Out the Best
in the Strong-Willed Child*

- *Choose your battles—don't make everything non-negotiable.
- *Lighten up—but don't let up.
- *Ask more questions—issue fewer orders.
- *Hand out more tickets—and give fewer warnings. (more action; less anger)
- *Make sure your SWC always knows your love is unconditional.

Questions That Can Build Relationships

Do you want help with that?
Are you doing that to annoy me?
Do you know why I want you to do that?
Does this frustrate you?
Is that what you meant to do?
What can I do to help?
Is that what you wanted?



Questions That Can Destroy Relationships

Why did you do that?
Why do you feel that way?
When are you going to learn?
Why can't you just do what you're told?
What were you thinking?
What's the matter with you?