

Business Management

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Make your point calmly and quietly

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It's easy to become frustrated at work, but yelling won't help you get your point across. Instead of screaming, use a calm tone and focus on the situation at hand, recommends Amy Levin-Epstein in Forbes.com. Some other tips for resolving problems in a productive way:

- **Get informed.** Make sure you understand the details of the situation before you jump into the fray.
- **Mind your body language.** Certain nonverbal cues, such as leaning forward while conversing, can show that you are invested in the discussion.
- **Location, location, location.** In general, it's best to pick a private spot to discuss touchy topics. This will allow supervisors and employees to speak frankly about the problem without causing embarrassment.

— Adapted from "[How To Exert Authority At Work Without Yelling Or Screaming](#)," Lisa Quast, *Forbes*.

