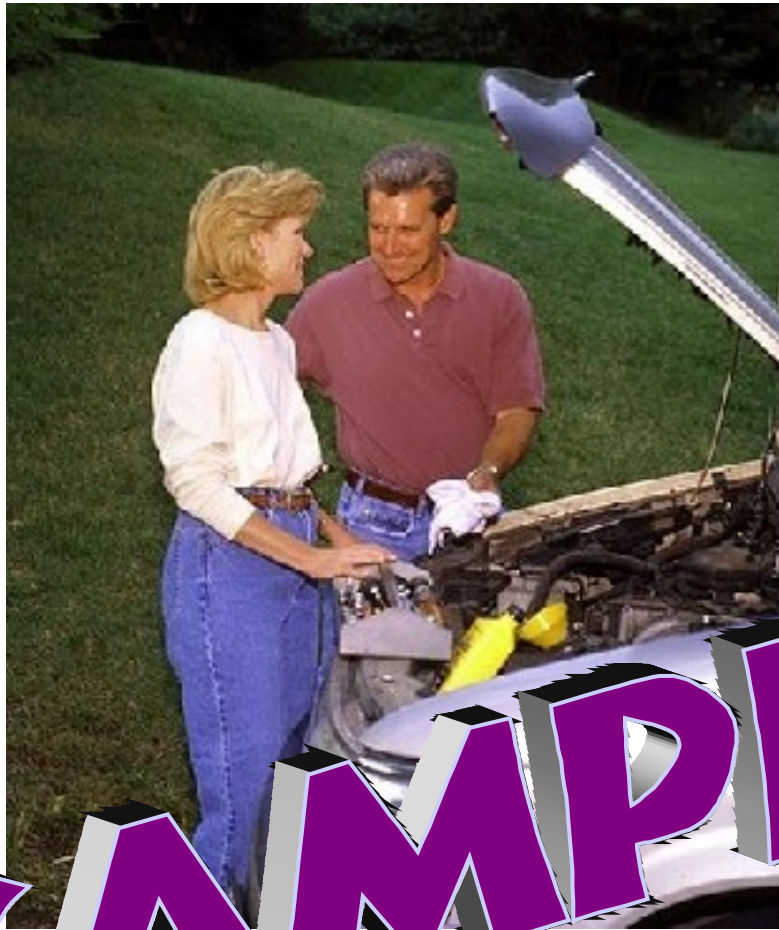


# Say What You Mean Everyday



**SAMPLE**

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## Introduction

Communication skills are a part of almost every aspect of life. It is said that there are over 7000 references to how we communicate in the Bible. I haven't counted them all, but after studying God's Word for years, I have found hundreds! The Lord doesn't mention every subject in His Word so if He does mention one that often, He must think it very important. It would make sense to study it, Amen?

Relationships are at the core of almost all issues in everyday life. We have relationships with our spouse, children, business associates, friends, family, neighbors, doctors, teachers, creditors, salesmen and even strangers on the street! We cannot have a relationship without communication. The more effective a communicator you are the better your relationships will be.

You are about to embark on a study that will allow you to blossom your everyday relationships and enjoy a better quality of life. This study is broken down into the most common everyday relationships and situations in which miscommunication often helps to create more frustration. These tips and techniques will help you create better relationships so you will enjoy a more stress free life.

I pray this eBook will bless you and your family as you learn to Say What You Mean Everyday!

*JoJo Cabares*

**Note:** This is a sampling of excerpts from some of the lessons found in *Say What You Mean Every Day*. To order the full version, click here:

<http://artofeloquence.com/store/adults/SWME>

## Chapter 2: Doctor! Doctor!

She takes her daughter to the doctor afraid to tell him that her daughter was never vaccinated. She conveniently leaves out the part where she is taking some natural herbs in place of the prescription she was given. And she hides any mention of the fact that her daughter is...h o m e s c h o o l e d (Shhhhhh!). The doctor, unaware of the change in treatment and the herbs she is taking, prescribes something that reacts negatively. Good Golly, Miss Molly!

Why do so many moms feel intimidated by their physicians? Well, unfortunately there are some valid reasons. Doctors go to school for years to become YOUR family's Expert Health Professional. They are taught to speak with authority and the drug companies educate them about the natural health movement. Drug companies make money from things they can manufacture. If you use something that God grew in the ground, they take that as a personal attack on their wallet! So doctors often get offended if you dare to ask a question making it appear that they don't know their STUFF! They get annoyed with patients who embrace the "silly and potentially dangerous self-medication" of natural remedies. They become concerned about children who are not constantly "monitored" by Education Professionals! And most doctors just don't get why parents would be at all concerned with vaccinations. After all, the doctor's children were all vaccinated!

So, if we differ in our philosophy (I prefer the natural solution and the doctor prefers drugs and intervention), how do we express our beliefs without inciting certain unfavorable consequences? The answer lies in *how* we communicate not in *what* we communicate. Here are some tips that will help you become a more effective when you talk to your doctor.

### 1. Respect for their expertise

Understand that your doctor is, indeed, an expert in his field. That stethoscope came with a real medical license and everything! If you speak with respect in your voice, he will be more likely to listen what *you* have to say and respect what you have found in your research. If you want your doctor to respect what you are saying, you must show him respect when he speaks. Once mutual respect is established, you can now have a discussion instead of disagreement or an argument or even a shouting match!

What does it mean to speak with respect? First, it means to address him with his title. "Dr. Smith..."

Next, acknowledge his expertise by telling him that you had wanted to discuss this issue with him. That shows that you respect his opinion but that you have questions or information you wish to exchange. If you are open to what he has to say, you might say you want to get his opinion.

Then present the information in a clearly and concisely and with as little emotion as possible. If you appear angry, condescending, defensive, or judgmental your doctor's communication will be more of a reaction to your emotion than an answer to your questions or concerns.

**Bad:** "I don't WANT any vaccines!"; "I've made up my mind!"; "Vaccines are AWFUL!"

**Good:** “Dr. Smith, we have done a great deal of research on vaccines and my husband and I have decided that the risks outweigh the benefits at time. We don’t wish to have Junior vaccinated.”

## **2. Speak boldly in grace**

While you are being respectful, be careful that you are not coming off as unconvinced. If you are convinced that you do not want your son on Ritalin, you need to assert yourself. If you sound in any way uncertain or unconvinced, your doctor may continue to badger you. If you appear confident, he will understand that you have already made your decision and he will be less likely to continue any debate.

**Bad:** “I know you think we should put Johnny on Ritalin, but I don’t think I like that. We are a little afraid of the side effects.

**Good:** “We are not willing to have him on this drug and would like to find an alternative way to deal with his ADHD.”

## **3. Be open to what they say**

Being open to what the good doctor has to say will do two things for you. First, this learned professional just might have some information that you haven’t considered. Secondly, it will make you appear more reasonable. If you go in with a closed mind, you really aren’t listening. If you aren’t listening, how can you properly communicate with your doctor? You need to really hear what he has to say, process the information rationally, make a decision as to whether or not the new information changes your position and then articulate that in grace. Let your doctor speak. His opinions won’t aren’t kryptonite! Let him get his thoughts out so at least he feels that you have given his professional opinion consideration.

**Bad:** (interrupting the doctor) “I’m just not going to give him these horrid drugs!”

**Good:** (letting the doctor finish) “I understand what you are saying, but we are just not willing to take a chance on these potential side effects and would like to discuss some alternatives.”

Now at the very least doctor feels as if you have considered carefully his ideas and is probably willing to leave you to your decision. Now he may consider that discussion closed and get to work on an alternative solution for your son. If you didn’t appear to be open to what he had to say, he may never get past this point to the solution for which you really do need him! This is where two can agree to disagree and move on.

## **4. If all else fails, get another Saw Bones!**

There may come a time when you just cannot work with this doctor toward your child’s health. Just remember that your doctor works for you just like any other business. You pay him for a service, if you do not feel the service is of value for you, you can fire your doctor. I don’t know why we patients feel that we have to stay with a bad doctor. This isn’t a monopoly like the cable companies! There are other doctors in the sea! Go find one you like better.

I once took my daughter to the doctor for asthma symptoms. As the doctor was examining her, he was visibly annoyed at the fact that both my son and I were in the examining room with my daughter. She was fully clothed and the room was quite large. I wanted to be in the room so I could listen first hand to what he had to say and I had to take my son in with me because he was young. I wasn't about to leave him out in the waiting room with people I don't know just to suit the doctor who apparently didn't like small children. At the end of the visit, the doctor turned to me and told me that when I brought my daughter back the next week, I should leave my son in the waiting room because he was a distraction to him. My son sat quietly playing his Gameboy the entire time. I didn't go back and I told him so. We do not have to accept these conditions and surrender our common sense and the safety of our other children in order to accommodate a physician's rules. We have the right to go to another one with better rules.

## Chapter 4: Billing Battles

If you have ever spent a year one day on the phone to a corporation to try to get your bill straightened out, this next section is for you! Let's face it. Most companies we deal with are mega conglomerate corporations where the right hand doesn't know what the left hand is doing. The billing department doesn't have the same information as the sales department so when you get into your contract for \$99/month and you are billed \$150 they have no record of any special offers. As I said most of the folks who answer customer calls are tier one employees and have very little authority or knowledge. In fact, you may know more about their company than they do!

It can be frustrating and time consuming to deal with Billing Battles even if you possess the knowledge I am about to impart, but without it, they will most certainly drain you of your cognitive powers and leave you bereft of the will to live! Here is but one of the humorous stories of my own billing woes. Unbelievably, not one word of this has been embellished. I couldn't have made this stuff up if I had tried. This one very prolonged issue will serve to illustrate several things about dealing with billing errors.

Since we own an internet business, it was vital that we had a seamless transfer of phone and internet service. I won't reveal the name of the cable company in this eBook. Let's call them Cable Clods. Approximately two weeks prior to moving into our new home, I called the new cable company in order to schedule service. We were told they had a special whereby we could get phone, cable and internet all for \$99/month for a year. Not knowing what we were getting ourselves into, we happily agreed.

On the day of installation, we were told that they could not install our service for another month or so due to an error they made in laying the lines. The house was pre-wired for cable but Cable Clods had dropped the line somewhere down in the ground under the property or street. A month without phone or internet wasn't just an inconvenience for a business! I tried to discuss the matter with the technicians who came out, but they had neither the authority nor the inclination to help me. Nor did they really know what was wrong. It would take them about two and a half weeks to figure it out!

During one of our cable appointments, standing nearby was the manager of the builder's customer care department. I told him my tale of woe. Since he had some pull with the cable company (his company gave them most of the business in town!), he volunteered to make his new homeowner happy by having a chat with the higher ups at Cable Clods. It worked! The very next day, they laid the line and we were connected to the world once again! We were told that this was virtually unheard of!

### **Lesson #1:**

If you know someone who has some credibility with the company in question, try to enlist their help. Big job? Bigwigs!

Since we had so much trouble and inconvenience with the installation process, I decided to ask Cable Clods if they would give us some monetary compensation for our trouble. I called customer service and spoke with a very nice lady who said that she would waive our first months fee.

**Lesson #3:**

Keep records of everyone you talk to in a log of some kind. Write down the date, time, name of representative, what they said and what department or call center they were in. This lends credibility to your assertions. If you don't do this, even some higher level managers will assume you are making up at least half of what your story!

Even still, she was unwilling to budge on that unexplained fee. She couldn't tell me what this large fee was for but she was sure we owed it. I was polite but refused to accept a bill for something, which had no explanation. Finally, she agreed to look into it and found that it was a security fee. A security fee she told me was because of the account we had with them before we lived here. I advised her that we had never had Cable Clods before we moved to this house. She then informed me that it was when we lived in a neighboring town. When I informed her that we had never lived in this town and that she must have us confused with someone else's account, she changed her attitude. She immediately waived the fees!



## Chapter 6: Many Happy Returns

Did you ever buy something that didn't work? Fell apart? Arrived damaged? Never arrived at all? You get on the phone and talk to someone in customer service in India who doesn't speak English very well as you explain your grievance six times as they transfer you from department to department. One person tells you they can't do what you want, the next one says she can, but you have to pay extra and the last one says "We don't sell that product! You have to call our Canada office." If so, this next section is for you! If not, you must be very young. Read through this section anyway. You will need in in the next six months to two years!

There are three ways in which you may attempt to return an item: over the phone, via email or in person. I will cover each one separately because the most effective way to communicate the situation depends upon the form of communication you (or the company) have chosen.

### 1. One Ringy Dingy

We talked a little about customer service before so this is a little bit of a review unless you haven't read that section yet. Here are some tips for confronting customer service on the phone:

- Keep careful notes: names, dates, times, what they said, what the problem was, etc.
- Keep them handy for reference while you are on the phone
- If you don't get satisfaction, ask to speak with the manager
- Go as high up the food chain as you need to in order to get what you deserve
- Be courteous, respectful, clear, concise and gracious, but also bold
- Ask and ye shall receive. If you don't ask, you don't get! Ask for compensation: extra services or amount off your bill for your trouble.
- Ask them to be sure to make notes in your file so the next person will see them if need be
- Have them read their notes back to you so you are sure they reflect accurately what happened. Sometimes Customer Service Reps will tell you they are typing but don't. If you don't hear any typing, this is a big clue!

### 3. Can I Speak to the Manager, Please?

Returning an item face-to-face is slightly different. Here are some tips:

- Dress to make a good impression. Don't arrive in sloppy attire but no need to dress to kill either.
- Bring your notes so you can speak intelligently about the purchase and the issues with the product
- Bring your receipt!
- Make sure to keep the box in tact. Don't throw away any of the packing. Make sure you bring the item back as close to exactly as you had received it.
- Ask to speak to the manager. If there is someone else who can help with returns, they will tell you.
- Speak with respect and convey that you believe it was a coincidence and not the way they generally sell their merchandise.

- Point out the damage but make sure not to get emotional about it.
- Ask for what you want: refund? exchange?

Keep these tips in mind and you will have many happy returns.

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<http://artofeloquence.com/store/adults/SWME>

## Helpful Resources

### ***JoJo's Articles:***

<http://artofeloquence.com/articles>

On this page of our site you'll find a collection of JoJo's best articles spanning various topics and all age ranges. This page is constantly being updated so check back often!

### ***JoJo's Blog:***

<http://www.ArtofEloquence.com/blog>

Communication FUNdamentals is posted several times a week with articles, tips, Friday Funnies and various other ingredients that allow parents to learn more about communication skills in a fun and creative way. You can subscribe to our RSS feed so you don't miss a post! Its' a great way to gain insight for your young children!

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