



- Learn
- Engage
- Sustain

How to Eliminate Negative Talk

Those people. You know the ones. When you see them coming, you know you're about to be barraged with negative talk. Good news: you can do something about it!



	Productive Talk	Non-productive Talk
Definitions	Data, questions, information about results which focus attention on solving, maintaining, or improving	Talk that requires time and energy, but has no positive purpose: finger-pointing, blaming, gossip, or whining
How to spot it	Data, facts, questions, urgency or ideas to solve the problem	Repetition of complaints heard before, "Don't blame me," sarcasm, anger, or pitiful voice tone. "Ain't it awful!"
How to react	Make eye contact, listen, acknowledge with words.	Remove attention (eye contact) and re-direct the conversation (change the subject to a task to be done).
What to expect	You'll get more productive talk. Your eye contact and listening provide positive reinforcement, which increases their behaviors.	At first, the person may "turn up the volume" or repeat the negative talk (not wanting to give up the attention received for this talk in the past). It's not easy during this stage, but stay strong. You'll thank me later!
Breathe	Be proud of yourself and the people who use your valuable time and resources on talk that leads to work <u>done</u> .	Eventually the person will stop his or her negative talk around you and may go bother someone else. Then you can share your secret with that person.

Where attention flows, behavior grows.