

Conscious Communication®

Lab Notes

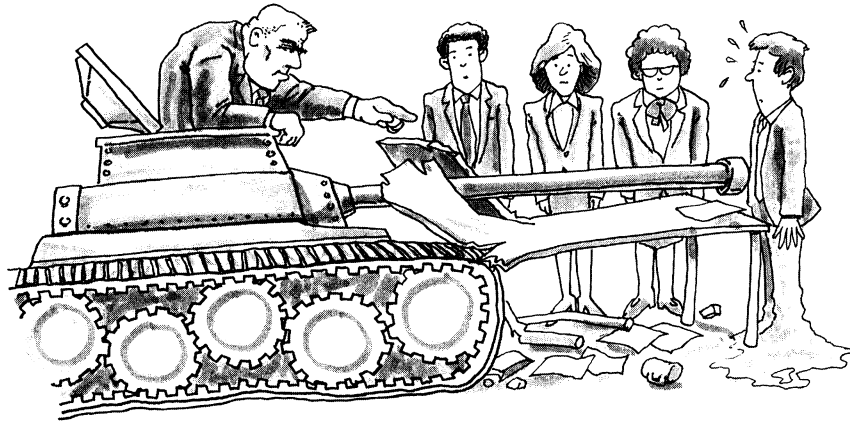
Lesson 4: Tanks

WIDE RULED



CONSCIOUS COMMUNICATION®

NOTES CLASS 4



TANKS



CLASS 4

Learning Objective

- ✓ To understand the strategy for success with Tank attacks.

NOTES

“Tank Attacks”

GOAL: Command Respect

- Ⓞ To blend with a Tank you must be assertive, not aggressive or passive.
- Ⓞ Although tank-to-tank warfare is an option, if you think you can be a better tank than someone, you can say, "make my day." But that is probably not appropriate in most contexts and relationships.
- Ⓞ To blend with a Tank you must move forward fast. Anything that takes too long, that they think is a waste of time or a tangent will escalate the

Tank attack. Anything they perceive as forward motion will de-escalate the attack.

STRATEGY FOR TANK ATTACK

COMMAND RESPECT

1. Breathe. Let them vent and remain 55% assertive.
 - a. Breathe to compose yourself. You will probably have a reaction to being attacked that can range from wanting to run and hide to wanting to wipe the person off the face of the earth. You don't want to choose either of those options. You want to be assertive not aggressive or passive.
 - b. Freeze your position and just look him in the eyes. This is being assertive at the level of the 55%.
 - c. Let him vent. Although it is often good to let someone who is angry vent, you must not let a tank vent for too long. A tank attack is demanding action and venting does not go anywhere. Ironically the Tank will usually get some of it out of his system but then re-escalate. How long you let him vent is somewhat of a judgment call, but the time is usually measured in seconds, 60 seconds or less before you interrupt the attack.

2. Interrupt.

- a. Interrupt him by saying his name three times fast. Use whatever name is appropriate to the relationship you have.

☞ "Sir, Sir, Sir."

☞ "Mr. Rogers, Mr. Rogers, Mr. Rogers"

☞ "Frank, Frank, Frank."

- b. Your voice volume should never be more than 75% of his volume so that he will not perceive you as aggressive.

3. Backtrack briefly

- a. Briefly means two sentences.
- b. Use the tank's words.
- c. You are blending by letting the tank know you are listening.
- d. After the second backtrack there is a choice point, you can let the tank vent and backtrack more, or you can try to move things forward.
- e. The tank is demanding action so while it is good to let a tank know he is being listened to, it may not be wise to let it go on.
- f. After three rounds of backtracking you should try to move the tank forward and go to the bottom line.

4. Aim at the bottom line.

- a. What you actually say at this point in the conversation depends on the specific circumstances, but it must be short, direct, and to the point.
- b. The best bottom line to establish is that you and the tank are really on the same side.

This informs the Tank where you are going and makes the connection between your questions and getting there.

7. How to lead when on the same side.
 - a. Lead with a question. "In order to solve your problem fast, I need to ask you some questions, it will only take a minute. Do you mind?" The "do you mind?" is leading with a question and it even blends because it gives them control.
8. How to lead when not on the same side.
 - a. Lead with an assumption but leave him with honor, meaning let him know he will have another word. For example, "Mary, when you are ready to speak to me with respect, I will take all the time you want to discuss this with you." "Frank, when I am through with my presentation and it is time for questions I am totally open to hearing your feedback."
 - b. For a Tank to back off is not a big deal because they are not caught up in ego. That's why they might end the conversation with, "I didn't know you had it in you." This is the proverbial high school bully you stand up to and then he becomes your best friend



LAB ASSIGNMENT

When you watch television or a movie notice which behaviors the characters fall into.

COMMITMENTS TO ACTION BASED ON THIS CHAPTER