

Joyful Gatherings: Your Journey from Awkward Interactions to Satisfying Conversations!



**Created by Joan Stenzler, LCSW
Motivational Speaker, Communication
Specialist, Women's Empowerment Coach**



Hello! I'm Joan Stenzler. I'm a motivational speaker, communication specialist and empowerment coach.

I help smart, compassionate people with something to say, overcome hesitation, craft an effective message and find the courage to speak with confidence!

Thanks for requesting a copy of my holiday guide! It will help you to handle those awkward conversations skillfully and enjoy special celebrations with loved ones!

So many clients have openly shared their hesitation, worry and dread with me about attending holiday dinners, get togethers and family celebrations.

When past experience tells you that communication with others might go off the rails at any moment, you arrive with your teeth clenched and can go home with a massive headache, even if divisive comments or conversation never occurs.

When the possibility for peace and good-will morphs into tension and conflict, your hopes for a joyous and memorable celebration can disappear.

What if you had a toolkit of foolproof strategies ready to defuse verbal sparks and transform any potential tension into a more joyful celebration?

THIS POWERFUL COMMUNICATION GUIDE WILL HELP GET YOU THERE!

BECAUSE HOLIDAYS ARE ABOUT BEING WITH THOSE YOU LOVE AND ENJOYING EVERY PRECIOUS MOMENT TOGETHER!



Wishing you and your loved ones a sweet, joyous, peaceful holiday!

Joan

4-Step Process for Addressing Awkward Situations

(Should I SAY or let it go?)

1

Size up the situation

2

Consider who your audience is

3

Decide how you want to respond

4

Initiate a response or let it go



STEP 1: SIZE UP THE SITUATION: How serious is it? Is this something small enough to just let it pass? Does something need to be said at the gathering or beforehand? If you think something may need to be addressed, move onto...

STEP 2: WHAT'S YOUR SENSE OF THE PERSON/PEOPLE IN QUESTION? Is the person(s) involved reasonable? Is it an issue they have directly with you/someone else? How have they responded before? Has it gone well? Go to...

STEP 3: DECIDE HOW YOU WANT TO RESPOND Will you be hosting/a guest? This will determine how much you will want/need to get involved.

If it's likely to become heated and you know about it in advance, can it be addressed to the parties involved beforehand, to protect holiday serenity? If it needs to be brought up, should it be shared with the group/only those involved?

STEP 4: RESPOND OR LET IT GO: Once you've gone through Steps 1-3 and gathered more information, it's time to decide whether or not to take any action, or just keep your focus on the special occasion and let the distraction go.

LOOK OUT BELOW, HERE COMES TROUBLE!

Some unpleasant situations you may encounter,
when someone present decides to:

1. Give unsolicited advice
2. Ask very personal questions
3. Bring up controversial topics
4. Interrupt you or cut you off
5. Start an argument at the table
6. Refuse to listen when you speak
7. Ignore others who are present
8. Be rude to the host or her guests

**In the moment, using these examples, ask yourself,
“How would I describe the person’s comment?”**

If the comment is said thoughtlessly but with no harm intended, it’s very different than one that is made purposely toward someone else present, or about someone who isn’t there, with the knowledge that it will stir up controversy and bad feelings.

By now, you probably know who is most likely to make such comments and can probably predict whether another guest will be a pleasure or a pain to deal with.

It’s up to you whether or not to say something. Here are some ideas to help!

TRY MY 5-POINT STRATEGIC RESPONSE SYSTEM. IT WORKS!

CHOOSE TO IGNORE IT: When something dumb or disruptive is said, if it is at all possible, avoid giving it any attention, in fact it’s best to act as if you didn’t hear it.

REDIRECT THE CONVERSATION: Say something in response to comments made at the table, that will to shift the focus of the conversation and redirect those present to join you in discussing a different topic altogether.

CREATE A DISTRACTION: This is a specific form of redirect that gives everyone something else to focus on, whether it be your vacation photos or a group game.

MAKE A RESPECTFUL STATEMENT: You would use this strategy as a clear and caring reminder to everyone that you are gathered to have a relaxing, enjoyable time together and ask everyone to do their part to make it so.

REQUEST TO SPEAK WITH SOMEONE PRIVATELY: This is especially important if the problem is happening at your holiday table & can potentially ruin everyone’s good time. If you know someone likely to do this, you can even speak with them in advance and let them know what you expect and that the invitation is based on their agreeing to be respectful of others and avoid any controversial topics.

Do you sometimes struggle with being able to speak up? I can help!

Schedule a free 30 minute Discovery call, to discuss a situation you are struggling with and come away with effective strategies and an actual script for what to say.

Click: <https://calendly.com/meetingwithjoan/30-minute-phone-consultation>