

Joyful Conversations: Mastering Holiday Interactions for Meaningful Connections and Unforgettable Memories



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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 a peaceful, joyous celebration morphs into tension and conflict, your hopes for a memorable gathering 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

LOOK OUT BELOW, HERE COMES TROUBLE!

It's an unpleasant situations 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



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, 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 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 and can potentially ruin everyone's good time. If you know someone is likely to do this, you can even speak with them in advance and let them know what you expect.

4-Step Process for Addressing Awkward Situations

(Should I SAY or let it go?)

1

Size up the situation

2

Who is your audience?

3

Decide how to respond

4

Respond 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 or are you coming as 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 with the parties involved beforehand, to protect holiday serenity? If it needs to be brought up, should it be shared with the group or privately and only with 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.

Do you struggle with speaking up in sticky situations? I can help!

I'll be glad to set up a time to discuss a situation you're struggling with, offer you effective tips and strategies & help design an actual script so you know what to say.

Click to schedule your: [FREE Communication Strategy Session](#)