

## The Importance of Intent

By Lisa Chell

Last November (2010), I had the privilege of presenting **Tongue Fu! How to deal with difficult people without becoming one yourself**, to the CMA's in Fort McMurray and to the FCSS conference in Edmonton. By far, the most popular component was **“Words to Lose/ Words to Use”**. I felt the heat of all the little ‘light bulbs’ (mental breakthroughs) going off in the room as participants realized the communication habits that have been undermining *their* conversations and relationships.

**What I always invite participants to consider, and consider carefully, is the *intent* behind our words.**

For example: If we replace the word to lose ‘should’ (which focuses on the past) with the words to use ‘from now on’ (which focuses on the future) we can help the other person learn instead of lose face and turn a failure into a lesson...if that's our *intent*. If our intent is to lay blame, prove we are right, make the other person feel stupid, or if we are looking for someone to get angry at because we are having a bad day...then no amount of positive words will hide our intent and the other person will still react with resentment, frustration and defensiveness.

**Here are 4 things to ask yourself before dealing with a difficult situation or difficult person:**

1. What's my *intent*? Is it cooperation, peaceful agreement and finding solutions?
2. Are my emotions in neutral so I am not bringing negative energy into the conversation?
3. Am I able to put my ego in the back yard so the other person doesn't feel judged and defensive?
4. Am I able to focus on the behavior or results of a behavior instead of on the person themselves?

If the answer is no, retreat and regroup. If our emotions are running high, or our ego is on the line and we speak up without getting focused and prepared, this situation will most certainly lead to an unsatisfying conclusion.

If you answered yes to all four, you are ready to have that discussion and create more rapport and results with less resistance and resentment.

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*Lisa Chell takes a wholistic approach to coaching specializing in Whole-Life Coaching for women, women in business and women business owners. Women or men, she loves to coach a wide variety of clients to achieve success in all areas of life. As a speaker, she concentrates specifically on workshops, seminars and breakouts that focus on fresh, instantly usable, breakthrough ideas which give you an easy, immediate action plan that works. Lisa will help you **Get Clear, Take Action, and Accelerate Results!** so that you find and live your purpose and passions.*