



FOOTSHOOTING BEHAVIOURS

- 9 To Avoid

Whenever we try to influence someone, we assume that the reasoning that makes sense to us makes sense to the other person. So if you are seeking a person's help, cooperation, agreement or commitment, you would do well to avoid the following behaviours all of which will trigger off resistance by causing irritation.

Footshooting behaviours

- **Talking more than listening**

You're 'flying blind'. What you say is unlikely to be aimed at the other person's logic, wants, needs, motivators, and so on.

- **'Formalspeak'**

For example, 'In the fullness of time', 'Has not been forthcoming,' 'It has been brought to my attention that....'. It makes people sound pompous.

- **'Parental language'**

For example, 'You must', 'You should', 'You ought, 'You can't'. It makes you sound as if you feel superior and, consequently, will antagonise the other person.

- **Using 'irritators'**

For example, 'With respect', 'I hear what you say', 'Yes, but', 'Lets be realistic', 'Lets be honest,' 'I'm being perfectly reasonable'. The other party hears the opposite. For example, 'Without respect', 'I'm not listening', 'I don't care what you just said', 'You're not being realistic', 'You're a liar', 'You unreasonable so and so'.

- **Doing their thinking for them**

For example, 'What you don't seem to realise is....', 'What you haven't taken account of is....', 'What you've clearly forgotten is.....'. It makes you sound as if you feel superior.

- **Being dogmatic**

For example, 'Must!', 'I absolutely insist'. The other person will just reciprocate, resulting in stalemate.

- **Disagreeing**

For example, 'I disagree with you because.....', 'That won't work'. They'll dig in their heels or disagree with your disagreement.

- **Counter proposals**

For example, 'I think.....', 'Well, I think.... Instead'. No matter how good your proposal, the other person will feel that you've just ignored what s/he said so is unlikely to accept it.

- **Defend/attack spirals**

For example, 'If only you would....', 'Me? What about you!' It sends the discussion spiralling downwards and usually results in deadlock!