

Workshop  
"TOTAL TEAMWORK"

**Sarita MAYBIN**  
MOTIVATIONAL SPEAKER, COMMUNICATION EXPERT AND AUTHOR

"People don't care how much you know until they know how much you care."  
John Maxwell, Author & Leadership Expert

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"Say what you mean, mean what you say... and don't say it mean."  
- Anonymous

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**SARITA'S TOP 10 POSITIVE COMMUNICATION PHRASES**

**GIVE BENEFIT OF THE DOUBT**

10. You may not realize...
9. Are you aware of the effect...

**SEEK INPUT**

8. Help me understand...
7. I need your help...
6. I noticed...and I'm wondering...
5. Would you be willing to...

**TAKE RESPONSIBILITY**

4. I'm concerned...
3. I would appreciate...

**WORK TOGETHER**

2. How can we resolve this...
1. What will it take...

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**RULES FOR RECEIVING CRITICISM**

**Rule #1:**  
Ask for more

**Rule #2:**  
See Rule #1

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**SPEAK** in a way that people love listening to you.

**LISTEN** in a way that people love speaking to you.

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**ROLES TEAM MEMBERS PLAY**  
**Team Simulation Activity**



**1. Task    2. People    3. Anti-group**

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**FOR "MOTIVATION MONDAY"**

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