

Communicating with **NANCY STERN** COMMUNICATION PLUS

Dealing with the Drive-By

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I was in a meeting with one of my clients designing an upcoming staff development program. She asked me if I could include a module on dealing with the "drive-by." She went on to explain a "drive-by" is when people do not pay attention to determine if one is busy, on the phone, in a meeting or engrossed in something. These people just interrupt no matter what—they just "drive-by."

I love the phrase, so I started thinking about it. For me, interruption is simply rude. I ask the following questions:

- What makes someone think what he/she needs right now is more important than what the other person is doing right now?

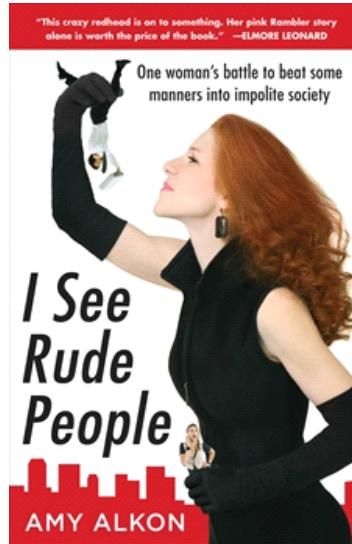


- What happened to common courtesy? If someone is on the phone or otherwise engaged, why can't people just wait a minute?
- Is it that we are so self-absorbed as a society that we can't observe when someone else is busy? And, if we by chance do make this observation, are we simply too impatient to wait?

Here are a few tips:

- ✓ Pay attention. If someone looks busy, he/she most likely is busy. Come back later.
- ✓ If you're on the receiving end of the "drive-by" be sure to let the driver know how best to get your attention.
- ✓ Above all, exercise a little self-control and consideration.

Rudeness is the weak man's imitation of strength.
-Eric Hoffer



This new book by Amy Alkon has been receiving rave reviews for the most part.

Reviewer James Tremblay writes, *"Our society suffers from what seems to be terminal rudeness, inconsideration, narcissism and egomania. Amy points out many of the "finer" points of these horrid behaviors and explains how better behavior toward those around us can simply make us feel better ourselves."*

I think it's time we all woke up and started being more considerate of others. This book might just be what we need.

This is what Amazon.com has to say about it:

We all just suck it up every day. You leave the house for a latte and somebody'll flip you the bird on your way and force their loud cell phone conversation on you once you're there.

It doesn't have to be that way, says award-winning syndicated columnist Amy Alkon. Her hilarious stories of in-your-face encounters with rude people and businesses will inspire you to stand up to the boors in your own world.

Alkon not only gives the offenders a taste of their own medicine, she delves into anthropology, psychology, and behavioral science to figure out why we're rude and how we can stop all the intruding, shoving, and shouting. She ensures that all these rude people get their comeuppance:

- *Lax parents*
- *Internet bullies*
- *Rude drivers*
- *Negligent businesses*
- *Telemarketing executives*
- *Car thieves*
- *Parking space hogs*
- *That loud jerk in the drugstore line*

In this funny, ferocious and freewheeling expose, Alkon gives you the tools you need to confront these abusers and restore common courtesy, respect and good manners to society...one chastened cell phone shouter at a time.

About the Author

Amy Alkon writes the advice column "The Advice Goddess." She has been featured in the *New York Times*, *Los Angeles Times*, the *Wall Street Journal*, *Glamour*, and *Psychology Today* and has appeared on "Good Morning America," "The Today Show," NPR, CNN, MTV, "Politically Incorrect," and "Nightline." She blogs daily at advicegoddess.com, can be found on Twitter at [amyalkon](https://twitter.com/amyalkon), and lives in California.

*Consideration
for others is the
basis of a good
life, a good
society.*
-Confucius

What About Patience, Kindness & Consideration?

When I hear from people about what seems to be missing in our daily lives at work and at home, one thing keeps coming up—little kindnesses like letting someone turn into your lane while you're waiting for a light to change, or being considerate enough to go outside to talk on your cell phone, just aren't happening. So, please be reminded how important a little patience, kindness or consideration can be.

- Grandma said, "Patience is a virtue." This is one thing she was right about. Be patient. Do you really need it NOW? Will the world as you know it disappear if you don't get it right now?
- Consciously think about what you can do to be kind to someone else. Maybe it's just opening a door if someone is loaded with packages, or it's offering to sit in on a meeting for an overworked colleague.
- Be considerate of those around you. I don't want to know your business so lower your voice when you're on the cell phone in public. Be sensitive to how your behavior effects others. Give the gift of thoughtfulness. Go out of your way to find opportunities to be considerate .

*Patience
will achieve
more than
force.*

—Edmond Burke

Happy Musings

by Sally Huss

The need to express
kindness is as great as the
need to receive kindness.

Kindly do your part.



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Because how you say what you say, matters.™

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Whether you're experiencing change, managing people, connecting with customers and co-workers, or making presentations, getting your message across effectively is vital to your success.

Nancy Stern custom designs keynotes, breakouts and educational programs to enhance communication effectiveness; to help increase productivity, profitability and peace of mind; and to impact the bottom line where it matters most—with results.

Programs & Topics Include:

- How You Say What You Say Matters™
- Leadership Dynamics™
- Connecting with Customers™
- Turn Conflict into Cooperative Conversations™
- Zen & the Art of Powerful Presentations™
- Facilitate to Motivate and Manage Conflict™
- Maximize Meeting Results™
- Improv(e) Innovation at Work™
- You Can't Leave Home Without You™
- Communicate with Impact!™
- Gender Jive™ (how men and women communicate)
- Improv(e) Your Life™
- Facing the News Media
- Shift Happens: *Managing the Dynamics of Change*
- Team Building for Creativity, Productivity and Peace of Mind
- Inter-Generational Communication

Why Nancy Stern?

Nancy Stern, MA is the president/owner and senior consultant of Communication Plus, a consulting firm in San Diego specializing in leadership and employee development. Since 1972, she has taught thousands the art and science of effective communication. She is a former columnist with the *San Diego Daily Transcript* and has taught at the University of California San Diego and San Diego State University Management Development Center.

She inspires managers, employees and individuals of all ages through the

simple, yet powerful, lesson that *how you say what you say, matters™*. Personal experiences form the foundation of her programs, creating presentations that are personal, professional and practical. The result—Improvement of the “whole person” and therefore, the “whole organization.”

She is an EMMY award-winner, who produced and appeared in the national PBS television series *Communicating With Nancy Stern* (1990-95) and she is the coauthor of *101 Stupid Things Trainers Do To Sabotage Success*.

Nancy holds a Master of Arts degree in Communication Education from Michigan State University and is a former member of the American Society for Training and Development and the National Speakers Association.



Nancy Stern