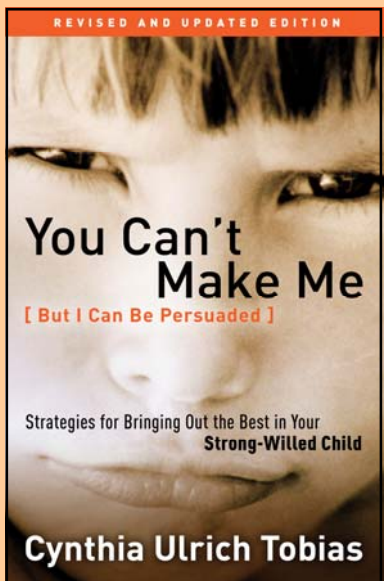




The difference between saying “You need to empty the trash before you go” and “I need you to empty the trash before you go, OK?” can result in compliance 80% of the time when you use a firm, pleasant voice. Practice using the magic word and see what happens, OK?



[CynthiaTobias.com](http://CynthiaTobias.com)

**The Strong-Willed Child Emergency Kit**

*Fast help for a melt down*

**Top Ten Tips for Bringing Out the Best**

*Quick, practical ways to understand and communicate with a strong-willed child of any age*

# You Can't Make Me! (But I Can Be Persuaded)



A Presentation

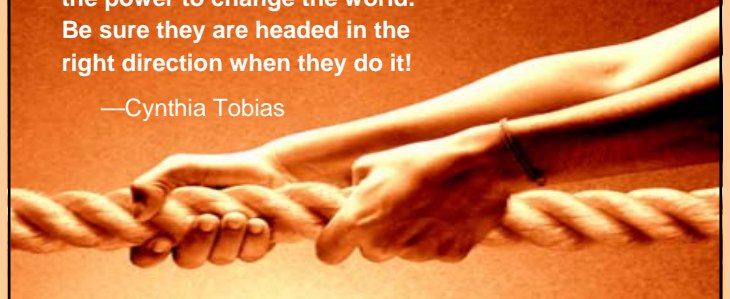
By best-selling author

**Cynthia Ulrich Tobias**

*M.Ed., D.H.L.*

Strong-willed students hold the power to change the world. Be sure they are headed in the right direction when they do it!

—Cynthia Tobias



[CynthiaTobias.com](http://CynthiaTobias.com)



### 1. Keep Your Voice Firm and Calm

A calm, firm tone of voice can help de-escalate even the most heated argument. Those who anger you, control you. If you're raising your voice, you're losing control of the situation. Try saying something like: "Let's talk about this when we both sound less upset."



### 2. Listen Carefully

Most people talk to you the same way they want you to talk back to them. Do your best to respond in the same way they asked the question. You hear: "I just don't understand these three things," so you respond: "Let me start with the first one, then we'll talk about the other two."



### 3. Turn Statements into Questions

Instead of saying, "I need that assignment on my desk by the end of class," try "Can you get that assignment on my desk by the time class is over?" You'll be surprised how often the reply will be "Yes." The less you sound like you're giving an ultimatum, the more you sound like you want cooperation.



### 4. Focus on Strengths

You can often disarm those who are angry or defensive by giving them a sincere compliment. For example, "One of the things I like best about you is your conviction. I know you feel strongly about this, so let's work things out."



### 5. Ask Yourself: "What's the Point?"

If you know the point, you can also ask yourself if there's another way to get there. For example, "Look—I need you to make sure every person in the building gets this message before the end of the work day. How do you want to do that?" You never have to sacrifice or apologize for accountability—but you often get better cooperation by accepting a different method.



**BONUS**

