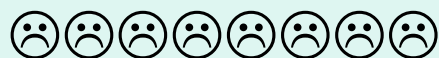


Write What You Mean, Mean What You Write



Cindy Hanson, Celebrating Greyhounds Magazine

SUBJECT: Anyone want a 1-year old Brindle Puppy?



Buddy's nighttime destruction has reached an all-time high.

He destroyed—I repeat—DESTROYED my brand-new \$500 leather jacket.

He pulled it off the dining room chair.

I almost . . . KILLED . . . him today . . . if DH wasn't there I probably would have.



OMG . . . I am so devastated!

RESPONSES

- Keep that puppy in a crate when you're not around.
- Did you purchase the jacket on a credit card? Sometimes cards have a "no question" replacement guarantee
- He's a puppy. No point in being mad at the puppy doing what puppies do.
- *Just because it's a puppy doesn't mean she can't vent. Cut her some slack. She just lost a \$500 jacket!!*
- *Is he reacting to a change in routine?*
- *Please return him to a group so they can place him in another home more geared for a puppy and puppy behavior.*

FROM THE ORIGINAL

POSTER:

I'm going to pretend I didn't read that. I was venting because my puppy, who has been an angel since I got him at 8 weeks old, is suddenly acting out. He was completely trustworthy at night until I left town for several weeks. I do competitive obedience with him and my other Greyhound (who we also raised from a puppy) so I'm more than capable of handling a puppy! ☹

I would never kill him or hurt him or injure him in any way! I love him but I am very angry right now. I was venting!! Give me a break!!

MORE RESPONSES:

- Don't feel too bad about the person who suggested returning the puppy.
- Sweetie, I vented a couple of weeks ago and now people think I'm an animal abuser. How dare they presume to know what goes on at my house.
- *I hope you are able to replace the jacket. Not condoning lying to the credit card company—just changing the truth a little.*
- **Oh, so you didn't mean it? Sorry.**
- **I know you're upset, but it's hard to know if someone's venting sometimes. I was a bit taken aback by your post—you sure know how to vent!**

What's good about the Internet?

- Fast
- Efficient
- Creates community

Limitations of the Internet

- Communicate first, think later
- Over-communication
- Reduced channels

Limitations of the Internet

- Avoidance of accountability
- Illusion of community
- Bridging vs. bonding

To communicate effectively:

- Assess the situation.
 - Who is my audience?
 - What is my goal?

To communicate effectively:

- Construct your message:
 - Be clear in your message and what you want your audience to receive.
 - Focus on issues, not people.
 - Respectfully acknowledge other points of view as appropriate.
 - Appeal to common values.

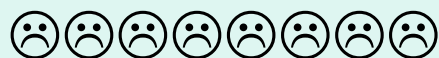
To communicate effectively:

- Be receptive to responses.
 - Keep an open mind/examine your motives.
 - Be tolerant of disagreement.
 - If someone crosses the line, respectfully say so, then disengage.

Gut Check Questions:

- Is this the right forum?
- Will I feel good about this 24 hours from now?
- Will I be furthering the dialogue on this issue?
- Is it good for the community?
- **HOW WILL THE OTHER PERSON FEEL?**

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Questions?