

/How do you interrupt somebody nicely when somebody's going/off tangents all over the place and you want to keep the/thing back in focus? How do you interrupt them/without appearing rude? Want some techniques or keep listening? Because/I've got three really good ones for you to try./Welcome to make it Real. And I'm your host, Trisha Lewis. This is one of the/five minutes, three steps shorter episodes that I'm doing over the summer. Will be back/to interviews soon, and I'll alternate them with these. So,/how to interrupt someone nicely? Very practical tips coming up./Firstly, just a quick overview of what the problem is here. You're a nice/person. You're polite. You also want to be loved, because as humans,/we all do. So the last thing you want to risk is doing something that's going to/be in all of that nice stuff. Okay, that's human. What is also/important is that you realize in all communication situations, you/need to have a few tactics and techniques up your sleeve. And having/that little toolkit does not make you inauthentic unless you deliver/your communication inauthentically. It just means you're being professional./You're able to keep a situation a little bit more under control, be in/the driving seat a bit more, if you like, rather than finding yourself completely/obliterated into a squashed mess where all your/confidence drains away and you feel that nobody's even listening to you./You don't want that. So you're in a situation. Say you're taking a brief,/which is going to be an important part of you writing a proposal./You can apply this to all sorts of other situations, but imagine that. So either online/or in person, there might be one or two or three people in this meeting, but it's going off/track. Somebody is rabbiting on. How do you stop them/without appearing rude? Technique number one, the/complimenting technique. Example blah,/blah, blah, blah, blah, blah, blah. Oh, hang on. This/is really interesting what you're saying, but I'm not quite getting all of/it. Can you just come back on that? Because I think it was/connected to what we were saying earlier on and I want to make a few more notes that I really understand./It's good, isn't it? You've complimented them, but telling them that what they're saying is really/important, even if at that moment it isn't, it's a bit of a cheat. Try/it. Number two, check./This is a common communication tool. You should do this if you are a good/communicator who is able to actively listen and be present. Checking/for understanding is important and people will think you're very professional and/diligent when you do it. And again, you keep your nice,/warm demeanor still there. You're not going to be aggressive, you're not going to shout./You're going to say something like this blah, blah, blah, blah, blah, blah. Hang/on, this might seem a bit rude, but I'm going to have to

interrupt because something you said then I didn't quite understand. I think it's a bit of terminology that I'm not familiar with and I want to make a note of it because it could be really important when I get to do this proposal. So can I just get you to go back over that and make sure I've understood that properly? Again, it's making them feel important, wise. What they say matters and you're being diligent. Number three, when perhaps neither of those techniques are quite right. And the whole thing has really gone off track. People are starting to talk about what they saw on TV last night, et cetera, et cetera. Try this one. It's the comeback to technique. Blah, blah, blah, blah, blah, blah, blah. Hang on, I'm going to get too involved in this conversation because it's really interesting and I'm enjoying it, but could we come back to it if we've got time at the end of the meeting? Because I'm really conscious that the time is slipping away for all of us and maybe we can even cover that at the next meeting or have a little WhatsApp chat? Because I was really into that conversation, but can we come back to it later? Again, you've kept your warm, personable skills all there. You've not been rude, you've expressed interest in the conversation, even if it was boring, and you've brought it back. And you're in the driving seat once more, which is really important. If you want to get something out of this meeting, give them a go. Three techniques keep your warmth slider up. I talk about the mixer board and you need the balance whilst you put your strength slider up further. And you will not come across as rude, aggressive, dominating, because actually, do you know what? You're not that kind of person. So listen up for more tips. I will be back. Meanwhile, [Trisha Lewis.com](http://TrishaLewis.com) for all sorts of links to other resources, a lot about unsquashing, which you might want to dig into to a bit more, and links to my book and my.