

## **Zappers vs. Sappers**

What's your impact on others?

***"Many years from now people won't remember what you said, but they will remember how you made them feel"***

In most of our daily interactions, whether those are happening in a group setting or 1:1, we show up with energy and that energy either creates a positive or negative atmosphere.

Your behaviors are either **ZAPPERS** or **SAPPERS**. **Do you Zap your colleagues with energy and inspiration, or do you Sap them dry of their creativity and motivation?**

**Let's first define the difference between the two.**

**Zappers:** behaviors that show positive energy. A zapper is a person full of energy, full of can do, a builder of others, a positive helper and a solution seeker.

**Sappers:** behaviors that drain the energy. A sapper is a person who blames everyone and everything for their situation, a destroyer of people's hope, a controller who likes manipulating people.

Let's consider your behavior and its impact on others.

Here is a list of sappers to avoid and zappers to incorporate in your daily interactions.

# Sappers

## Sapper 1: Smart Aleck Attacks

While humor is an important part of our daily interactions, turning them into “mean” jokes usually leads to resentment and avoidance. Here are the most common forms of smart aleck attacks:

- Sarcastic and persistent comments
- Put-downs
- Humor that is used at inappropriate times or off-color remarks

## Sapper 2: Non-verbal communication

90% of all our communication is non-verbal. Some of the most common non-verbal vipers are:

- Looking bored during the conversation or multi-tasking
- Lack of eye contact
- Disapproving gestures, such as intense looks, frowning
- Overly laid back posture

## Sapper 3: Time Eaters

Have you ever been in a meeting or discussion that went way too long? Time eating habits often dominate the conversation but don't contribute much to the outcome. Here are just a few of the time eaters to avoid:

- Long-winded stories
- Fielding questions non-stop (know when to stop once all relevant questions have been answered)
- Poor preparation by meeting host
- Inviting wrong people
- Lack of clear, action-oriented agenda
- Straying off-topic/letting people talk too much
- Not diverting longer discussion into follow up meetings

# Zappers

## **Zapper 1: Genuinely seek others' opinion**

People like to be heard. Asking these questions helps to keep the dialogue going and opens opportunities for collaboration and mutual agreement.

- How do you feel about this issue?
- What are your reactions to this?
- I'd like to hear your thoughts on this

## **Zapper 2: Productively explore differences**

There are three ways to turn a potentially unpleasant situation or conflict into a positive ZAPPER:

- Clarify objections from the group or individual
- Ask if they have suggestions on how the disagreement can be resolved
- Identify and build on common ground

## **Zapper 3: Show that you are interested:**

Have you ever been in a meeting or discussion that went way too long? Time eating habits often dominate the conversation but don't contribute much to the outcome. Here are just a few of the time eaters to avoid:

- Do you know what people like hearing the most? It's the sound of their name! Don't forget to start your emails, conversations or other form of interactions by addressing the person by name. "Hi there" may be ok in certain situations, but you can never go wrong by starting with a name.
- Sit up, lean forward and make eye contact. Your body language has to show that you are present in the conversation.
- If you are initially bored, ask questions. Questions lead to connections.

# QUICK EXERCISE

Do you know which of these sappers and zappers you use in your daily interactions? The best way to find out is to ask your managers and peers. Here is a printable checklist you can distribute to your select group of colleagues and ask them to help you identify your ZAPPERS and SAPPERS. You'll be amazed at how this simple exercise can lead to better communication, collaboration and an overall happy environment.

## Instructions

1. Print and distribute to a select group of people.
2. Ask them to check off boxes under Zappers and Sappers so that you know what you need to work on to improve your impact on others.

# Zappers vs. Sappers

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- What are your reactions to this?
- I'd like to hear your thoughts on this
- What do you see as options?

### Zapper 2: Productively explore differences

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***"Communication – the human connection – is the key to personal and career success."***

\*[POLL:RATING:h]\* How would you rate this advice?

\*[END:POLL]\*