



CLOSING KEYNOTE
 "If You Can't Say Something Nice, What DO You Say?:
 Practical Solutions for Working Together Better"

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Sarita Maybin's Motto

*Say What You
 Mean,
 Mean What You
 Say...*

*And
 Don't Say It
 Mean.*

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"You're not the boss of me!"



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Say What You Mean in a Nice Way – Don'ts and Do's

DON'T	DO
Don't Blame "You never help."	Do Take Ownership "I need your help."
Don't Demand "You need to..."	Do Make Requests "I need you to..."
Don't Dictate "You better..."	Do Seek Solutions "How can we resolve this?"

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School Board Leadership

"The challenge of leadership is to be strong, but not rude; be kind, but not weak; be bold, but not bully; be thoughtful, but not lazy; be humble, but not timid; be proud, but not arrogant; have humor, but without folly." -Jim Rohn

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Think of a current difficult conversation you may need to have.

"It's not the load that breaks you down. It's how you carry it."
- Lena Horne, American Actress

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To Confront or Not to Confront?



"You gain strength, courage and confidence by every experience in which you must stop to look fear in the face...you must do that which you think you cannot."
-- Eleanor Roosevelt

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How to Know If You Should Confront or Just Let It Go

-  Is the other person's behavior having a **NEGATIVE** effect?
-  Will the situation begin to affect your **ATTITUDE** if not confronted?
-  What are the **CONSEQUENCES** of **NOT** confronting?



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Sarita's Top 10 Positive Communication Phrases



GIVE BENEFIT OF THE DOUBT

10. You may not realize...
9. Are you aware of the effect...

SEEK INPUT

8. Help me understand...
7. I need your help...
6. I noticed...and I'm wondering...
5. Would you be willing to...

TAKE RESPONSIBILITY

4. I'm concerned...
3. I would appreciate...

WORK TOGETHER

2. How can we resolve this...
1. What will it take...

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Use A.I.R. to Convey Concerns with Tact and Respect

- A** Awareness
- I** Impact – So what?
- R** Request – In your heart of hearts...



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The Magic Words are Still THANK YOU and PLEASE...



...even if you email or text with ease!

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SPEAK in a way that people love listening to you.



LISTEN in a way that people love speaking to you.

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Listen in a way that people love speaking to you
Rules for Receiving Criticism

Rule #1:
Ask for more

Rule #2:
See Rule #1



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Three P's for Staying Positive
in Challenging Situations

Personal
Permanent
Picture

Book – *Learned Optimism*
--Dr. Martin Seligman



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SARITA'S COMMUNICATION RESOURCES

Get the PDF – 50 Positive Phrases
(And Monthly Email *Communique*)

Scan QR Code to Sign Up at
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If You Can't Say Something Nice, What DO You Say?
>>Paperback & Kindle on Amazon and Audible Audiobook Narrated by Sarita

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YOU GOT THIS

Which ONE idea will you implement?

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CLOSING THOUGHT



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