**VERBAL JUDO...Three Levels of Response**
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California State University, Chico

**Instructions:** Circle the level illustrated for each of the "speaker comments" listed below.

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What do you think is wrong?</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>2. There's no question that it is a complex issue.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>3. Perhaps the research doesn't apply to this area, but leading authorities feel that it does.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>4. I felt the same way when I first saw the data.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>5. I may be wrong, but my experience has shown that recall is higher this way.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>6. Why not?</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>7. Which method do you believe is old fashioned?</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>8. What gave you the impression that I am self-centered?</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>9. I feel that way sometimes. I do goof up things once in awhile.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>10. The process may be biased, but the majority of people polled thought it was extremely fair.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>11. There are people who know more about the issue than I do.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
<tr>
<td>12. I might be confused, but a public hearing was held on this issue, to the best of my memory.</td>
<td>Level 1</td>
<td>Level 2</td>
<td>Level 3</td>
</tr>
</tbody>
</table>
VERBAL JUDO...Learning the Three Response Levels
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Instructions: Circle YES or NO, indicating whether or not each of the "speaker comments" listed below is a good example of a response for the "level" under which it is listed.

Level 1: Empathy

YES NO 1. Why do you think that way?
YES NO 2. My uncle used to think the same way you do.
YES NO 3. How long have you felt so extremely hostile and negative towards us?
YES NO 4. Please explain further what you mean.
YES NO 5. As I understand you, you don't feel our agency should continue collecting fees for use of the park. Is this correct?

Level 2: Disarming the critic

YES NO 6. I have a friend who thinks the same way as you do.
YES NO 7. You're right on items #1 and #2, but wrong on the rest of the items.
YES NO 8. I should have known that after all of these years, someone would view the data and draw the conclusion that you did.
YES NO 9. Your point of view brings up some interesting questions.
YES NO 10. I used to think the same way.

Level 3: Feedback and negotiation

YES NO 11. Even when I consider what you've said, it still seems to me that they should have won the game.
YES NO 12. Perhaps I am biased, but the newspaper editorials do point out the degree of public dissatisfaction.
YES NO 13. After all we've discussed, I don't know how you can still think that trend will be upwards.
YES NO 14. Given the information you've presented, I can see why you feel the way you do.
YES NO 15. Although you may have more exposure to the issue, I don't think your data base matches that of the scientists involved.
VERBAL JUDO...Worksheet

STATEMENT A: I'm sick of you government workers sloughing off! You only got your job for security! All of you civil service workers are jerks and don't care anything about your jobs or the public.

Response #1 (Write the response you'd really like to give.)

Response #2 (Write the response you would probably give.)

Response #3 (Write an appropriate Verbal Judo response.)

STATEMENT B: Who are you kidding? Everyone knows (women/old people/minorities/disabled) can't do environmental type work. They should stick to (cooking/golf/sitting around) and leave environmental jobs to people who are qualified!

Response #1 (Write the response you'd really like to give.)

Response #2 (Write the response you would probably give.)

Response #3 (Write an appropriate Verbal Judo response.)
**Being Prepared:**
**Dissecting Your Opponent**

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**Instructions:** Before giving a presentation to an audience you believe may be potentially hostile, or in disagreement with your ideas, plan ahead for the types of responses and questions they may throw at you. Know their mind set and be prepared to back up your responses with facts, research, other legitimizing information. This will keep you from being caught off guard. Use this worksheet to guide you in asking questions to prepare for such audiences.

Briefly describe the issue or controversy involved.

Identify the opponent (describe the individual or group, their values, viewpoints, support groups, memberships, etc.)

List areas of agreement between you and your opponent (look for common ground).

Identify areas of potential compromise.

Identify areas of potentially irreconcilable differences between you and your opponent. Include reasons if possible.

Identify potential difficult-to-answer questions or negative comments your opponent may come up with concerning the issue/controversy. Then think through possible responses.