

1) HAVE YOUR TOOLS AT HAND:

Place 1-a box of tissues and 2-a bottle of water within easy reach.

2) DO NOT MAKE PHYSICAL CONTACT:

Cry-Babies are accustomed to people touching them, which further reinforces the connection they're looking for. You want to demonstrate that you are not connecting with them.

3) GIVE THEM THE FRONT-TILT AND WIDE-EYES:

Make sure to tilt (and occasionally nod) your head slightly forward and keep your eyes a little more open than you normally do while you speak. This signals aggression, and lets these people know you are not "softening" because of their crying.

4) ASK A CLOSED-ENDED QUESTION:

Make it clear that you are going to stay on message by saying something such as, "I can see you're having trouble. Would you like a few seconds to compose yourself, or are you ready to continue now?" while you simultaneously

5) MAKE THE OFFERING:

Place the bottle of water in front of the crier, and hand them a tissue. If they keep crying, use the

6) BROKEN RECORD:

Keep repeating the same closed-ended question you originally used—over and over again. Most will compose themselves. If they do need a moment and respond with something such as, "Yes, if you could just give me time—this is very difficult for me...you don't understand..." be very specific and in control with your follow-up phrase, saying something such as, "All right would one minute be enough for you, or do you need two?" Lock them down, and let them know that this conversation is going to happen, and it's going to happen now.

Special Note:

Make sure to be prepared for your "special meeting" with Cry-Babies. If they sit down with you and start to cry, place the bottle in front of them, while simultaneously handing them a tissue and saying, "I can see you're having trouble. Would you like a few seconds to compose yourself, or are you ready to continue now?" They will immediately become aware that they are dealing with a savvy communicator (i.e. Energy Vampire Slayer) who knows how to stay in control of the conversation. With any luck, the Cry-Baby will stop the show

right then and there.