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WE'LL START AT 1300



Certification Training



Knowledge Sharing



Continuous Learning



Mission Assistance

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☰ Bridging the Gap: Tools for Communication & Conflict Resolution

Some housekeeping items:

- Stay fully engaged for the whole session.
- Close email and other applications entirely. Silence your phone and notifications.
- Mute yourself when you're not talking.
- Leave your video on.
- Move into Gallery View if you're not already so you can see others.
- Please remember that we are on open channels so only unclassified conversation.



1. Our challenges around communication and resolving conflict
2. Defining and preparing for great communication
3. Making and responding to requests
4. Giving and receiving feedback
5. Resolving conflict: Getting to Yes
6. Thought, questions, recap



Small group conversation:

What is the most pressing challenge you're facing right now with regard to communication and/or resolving conflict, either at work or elsewhere in your life?

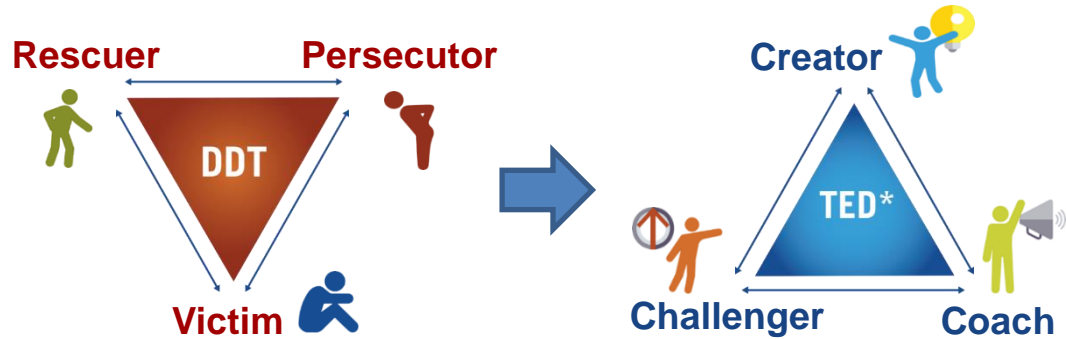
Conversation in breakout rooms.
Please choose a reporter and make note of your room number. We'll be sharing when we return.



- How would you describe great communication? What's going on when it works?
- What gets in the way of great communication? What's going on when it doesn't work?

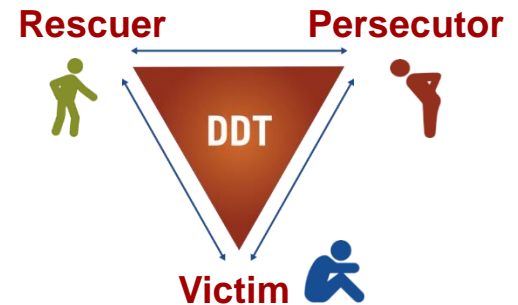


Outcome Orientation



What drama role is represented in each item below, and how might we shift from Drama to the Empowerment Dynamic (TED*)?

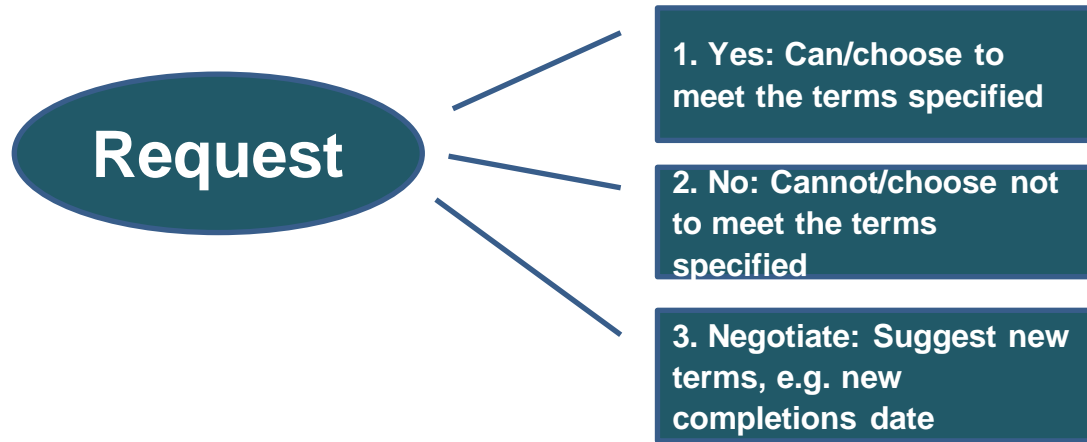
1. It's not my fault the report is late. Jim didn't get his data to me on time.
2. How could you even think that? What a stupid idea!
3. Forget it, you do it; I'm hopeless with numbers!
4. I know Anika's been late a lot. It's OK, though, I've been covering for her just like I do for the rest of the team.



Questions for clarity:

1. What is the objective? What are we trying to achieve?
2. What does “done satisfactorily” looks like?
3. What are the milestones and measures of success?
4. What is the required time for completion?
5. What resources (people, dollars, materials) are available (if applicable)?
6. What communication is required/requested during the process?





+ Follow-through



Some challenges

- **Fear/Anxiety**
 - Lack of trust/suspicious of intentions
 - Want to feel part of team
 - Am I the only one receiving this?
 - What does everyone else think?
- **Less and less practice with face-to-face interaction**
- **Poor delivery/reception**
 - Awkward/no process
 - Sudden/Unexpected
 - Unclear
 - Bad reaction
- **Competition for recognition/promotion**
- **Poor timing or not taking enough time**



- Choose the Outcome Orientation
- Ask for permission
- Be specific/give examples
- Use “I” statements
- Ask for summary (if necessary)
- Ask, how might I support you?



- Choose the Outcome Orientation
- Listen for understanding
- Ask clarifying questions
- Notice your inner response
- Provide a summary of what you heard
- If error/correction, acknowledge and be proactive
- If compliment, take it in, “Thank you”



Listen to:

- Understand
- Enable the other person to be heard
- To learn`

“Listen” for:

- Words
- Body language
- Meaning

A dark blue, wavy banner with the text 'SLOW DOWN!' in white, bold, uppercase letters.

SLOW DOWN!



How might we prevent conflict from happening?

Negotiation: Steps in “Getting to Yes”

1. **People:** Separate the people from the problem
2. **Emotions:** Acknowledge emotions, then set them aside
3. **Interests:** Focus on interests, not positions
4. **Criteria:** Use objective criteria
5. **Options:** Invent multiple options for mutual gain
6. **Have a BATNA**







1. Communication is complex and it's a two-way street
2. Communicate from the Empowerment Dynamic (TED*)
3. Make and respond to requests with clarity and accountability
4. Get good at giving and receiving feedback
5. Communicate to prevent conflict
6. Practice "Getting to Yes"
7. Be curious to learn and grow as a communicator

- How has your thinking changed today?
- How will your behavior change after today?
- What would you like to share with someone you know and how will it help them and/or you?



Bridging The Gap Tools for Effective Communication & Conflict WS

March 18, 2021

Please complete the survey using one of the two methods below:

1 

Hold your cell
phone camera up
to the QR code and
follow the link...



2 

Copy/paste the link...

<https://survey.dau.edu/opinio/s?s=13399>