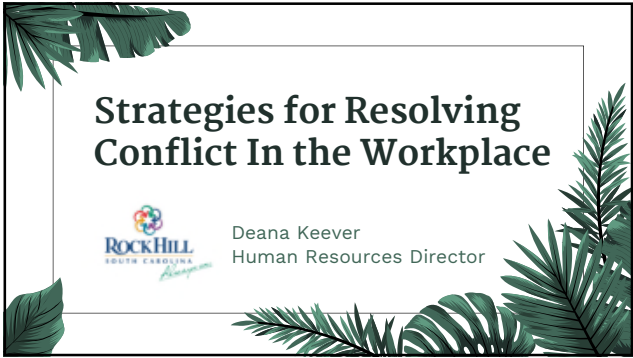


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**Group Chat:
Respect**

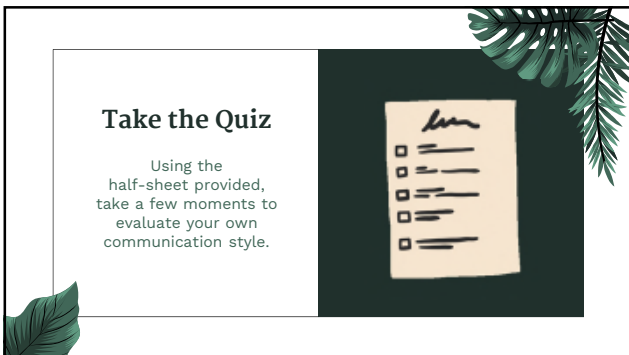
- How do you know when someone is respecting you?
- How do you show you're respecting others?

RESPECT



01.

Communication Styles



Take the Quiz

Using the half-sheet provided, take a few moments to evaluate your own communication style.

Scoring

Total the points in the respective categories:

- Assertive: 1, 5, 10, 14, 18
- Aggressive: 2, 8, 12, 13, 20
- Passive: 3, 6, 11, 15, 17
- Passive Aggressive: 4, 7, 9, 16, 19

Highest number: your most commonly used style
Lowest number: your least commonly used style

Clues Not Absolutes

Communication Styles

- Verbal & Non-verbal
- It's what you say, but mostly it's how you say it
- Tone – speaks louder than what you're saying
- Body language
- Facial expressions
- Nonverbals can validate or negate our message

Passive Aggressive

- Indirectly expresses wants, needs, and opinions
- Own needs are more important than others
- Tries to deal with things by NOT dealing with them
- Failure to meet expectations of others through "deniable" means – forgetting, being late, etc.
- Often uses sarcasm; avoids conflict
- Nonverbals: avoiding eye contact, facial expressions don't match words

Impact

- Can come off as uncaring or rude
- People have no idea how you are actually feeling
- This style will likely make people angrier and increase conflict.

Passive

- Does not express wants, needs, and opinions
- Puts others' needs above their own
- Apologizes for things that aren't their fault
- Rarely says "no"
- Belief that others have more to contribute than them
- Avoids conflict, even at their own discomfort
- Nonverbals: Make self small, look down, avoid eye contact



Impact

- People tend to walk all over them
- Bottled up feelings are unhealthy
- Can cause resentment of others and/or self; low self-esteem

Aggressive

- Directly expresses wants, needs, and opinions
- Gives no thought to other people's wants/needs/opinions
- Does not apologize for things, even when they are at fault
- Criticizes, intimidates, threatens
- Belief that own needs are more important than others' needs
- Avoids discomfort, even at the risk of conflict
- Nonverbals: Makes self big and threatening, eye contact is fixed, pointing, frowning



Impact

- People feel they need to "walk on eggshells" around you and may avoid you altogether
- Relationships with others are negatively affected
- Can cause remorse or guilt later for hurting others

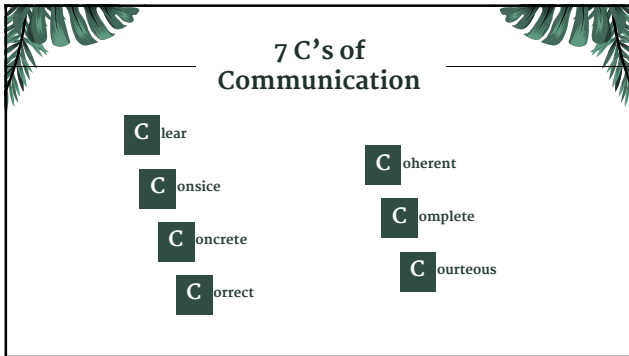
Assertive

- Clearly expresses wants, needs, and opinions
- Considerate and respectful of others' needs
- When they are at fault: apologizes, but allows others to take responsibility for their own actions as well
- Feels comfortable asking for things they need or want
- Encourages balanced conversations; healthy approach to conflict
- Belief that your needs and others' needs are equally important and that you're responsible for your behavior
- Nonverbals: relaxed, casual, frequent but not glaring eye contact

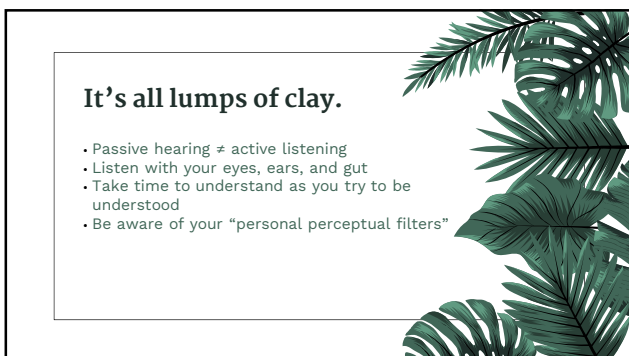


Impact

- Higher self-esteem/self-respect
- Others respect you and welcome interactions with you

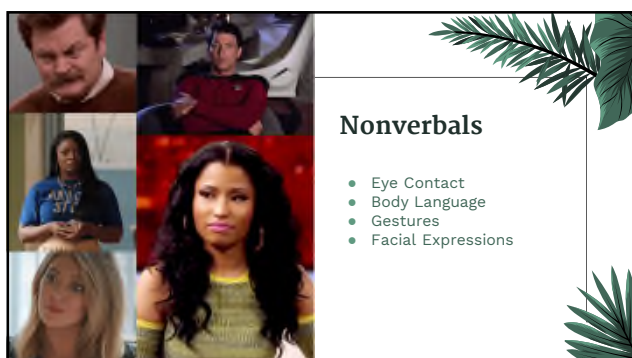


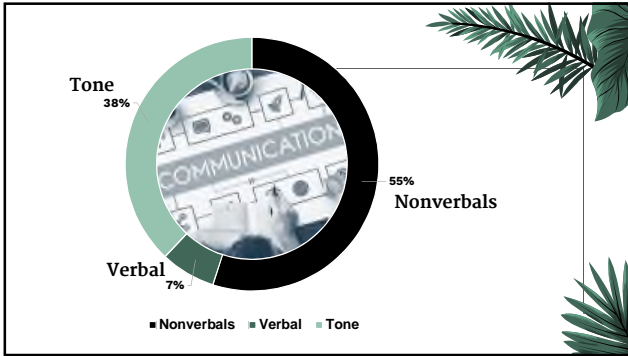














1. Observe & Recognize
 - Use your eyes, ears, and gut
 - What are they saying vs. what are they not saying?
2. Adjust your own communication to engage in a good and meaningful interaction.
 - Remember communication is more than just words (tones, body/face nonverbals)
3. Take as much time to understand as you do to be understood.
 - Don't assume that you're perspective is the objective truth.
 - Listen to understand not to respond.

Strategies to use:

- Don't be Shy! Address the Issue
- Focus on the Issue, Not the Person
- Find Common Ground
- Explore Solutions Together
- Use Neutral Mediation
- Set Clear Expectations
- Intentional Check-In's & Follow Up
- Foster Respectful Work Culture

04. Conflict

- 1 When I'm in conflict with others
- 2 When I'm managing the conflict between others

Intent vs. Impact



When I'm in Conflict


1. The stakes are high
2. Opinions differ
3. Emotions run strong

How to recognize:


- Physical signs (sweating, increased heart rate, etc.)
- Emotional signs (fear, anger, etc.)
- Behavioral signs (becoming quiet, raising your voice, leaving abruptly, etc.)





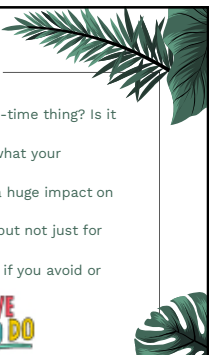



When emotions
are high,
rational thought
processes are low.



Prepare Well

1. Decide exactly **what you're dealing with**. Is it a one-time thing? Is it reoccurring?
2. Understand why you're having the discussion and what your **preferred** outcome is.
3. Choose **the right time and location**. This can have a huge impact on the success or failure of the conversation.
4. Recognize that the conversation will be difficult – but not just for you. **Enter assuming you have something to learn**.
5. **Deal with your second-thoughts**. What will happen if you avoid or postpone the discussion?



**In the Moment:
STATE Your Path**

- S** **Share your facts** – don't bring interpretations into it (yet)
- T** **Tell your story** – explain what you've concluded based on the facts
- A** **Ask for others' paths** – "Do you see it differently?" "I'd really like to hear what you think about..."
- T** **Talk tentatively in response** – don't tell your interpretation as fact; use "I get the impression that..." "In my opinion..." "So what I think you're telling me is..." "Let me see if I understand this..." etc.
- E** **Encourage testing** – invite opposing views and challenge your own thinking to get the full picture; "Let's say I'm wrong, what if the opposite is true?"

Pitfalls to Avoid

- Being defensive & playing the blame game
- Overgeneralizing & using absolutes like "always" and "never"
- Not Using "I" Statements
- Trying to be RIGHT rather than trying to solve it
- Listening to respond not to understand
- Character Attacks

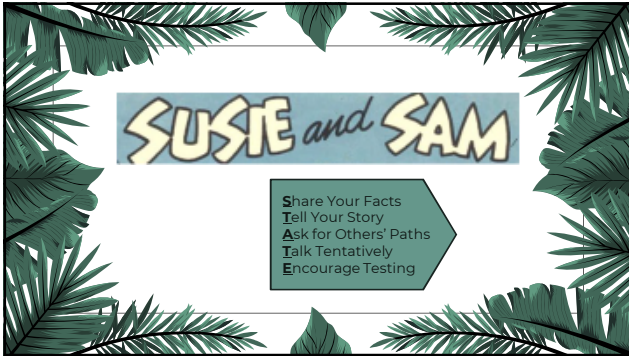
NOT recommended
X

Quick Tool

A Bug
It bugs me when...

&

A Wish
I wish you would...



SUSIE and SAM

Share Your Facts
Tell Your Story
Ask for Others' Paths
Talk Tentatively
Encourage Testing



You and your sister are dividing your father's estate. You want to be compensated for your expenses and hands-on care as your father's primary caregiver for the last 6 years, while you feel your sister hasn't contributed as much as you. She doesn't think you're owed anything since "family takes care of family."

1

Share Your Facts
Tell Your Story
Ask for Others' Paths
Talk Tentatively
Encourage Testing



2 weeks ago, your supervisor challenged you to cut costs in your area. Your supervisor just joined the City 2 months ago, while you've been in your role for 3 years. You haven't looked at the budget because you know you don't have anything you can cut. Your supervisor has scheduled a meeting with you to discuss.

2

Share Your Facts
Tell Your Story
Ask for Others' Paths
Talk Tentatively
Encourage Testing

Your significant other, Sam, has been overspending on the weekends. Your bank account is tight as it is, and he needs to stop going out with friends so much. You plan to confront him when he gets home.

3

Share Your Facts
Tell Your Story
Ask for Others' Paths
Talk Tentatively
Encourage Testing

You and Susie have been working hard on a project, and it's been going well so far. In a meeting with your supervisor, you are supposed to be presenting jointly, but when you pause to take a breath, Susie takes over the presentation, making it look like you did hardly any work at all. You pull her aside after the meeting to discuss.

4

Share Your Facts
Tell Your Story
Ask for Others' Paths
Talk Tentatively
Encourage Testing

You loaned your friend Sam \$500 a few months ago because he was in a tight spot. He hasn't repaid it or even mentioned repaying you since then. You decide it's time to confront him about it.

5

Share Your Facts
Tell Your Story
Ask for Others' Paths
Talk Tentatively
Encourage Testing

I'm Managing the Conflict

1. Don't take sides! (even if you really want to)
2. Determine if the conversation can happen together or if a separate conversation with each party needs to happen first
3. Don't solve the problem FOR them – they need to take ownership.
4. Help redirect the conversation
 - Encourage them to "STATE" their paths
 - Behavior (or performance) NOT attitude
5. Set ground rules that both agree on (not sharing with others, making a good faith effort, respect, etc.)
6. Consider setting – should be private, all on the same level, neutral seating
7. Give equal talking time to both parties
8. Consider having everyone sign a mediation agreement

4 Techniques for a Difficult Conversation

MEL ROBBINS

CHANGE YOUR WORDS; CHANGE YOUR MINDSET.

FIXED

I'll never be as smart as that person.

I can't do it.

This is too hard.

I'm not good at this.

I made a mistake.

I give up.

GROWTH

Everyone is talented in some way.

I'm still learning. I'll keep trying.

With more practice it will be easier.

This may take some time and effort.

Mistakes help me learn.

I can try a different strategy.