

Difficult Conversations and Effective Outcomes

FACILITATED BY REANNE YOUNG
MICHIGAN ROUNDTABLE FOR DIVERSITY AND INCLUSION
MAY 17, 2019

MEET YOUR FACILITATOR



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QUOTES...

When the trust account is high, communication is easy, instant, and effective.

Stephen R. Covey (Educator, Author)

Many can argue - not many converse.

A. Bronson Alcott (Educator)

Nothing lowers the level of conversation more than raising the voice. *Stanley Horowitz (Poet)*

"Run to the fire; don't hide from it."

Meg Whitman, (CEO and President, HP)

In Our Short Time Together....



Quick table introductions



Communication 101 Review



Basic Communication and Conflict Models



Identify Conflict and Communication Styles

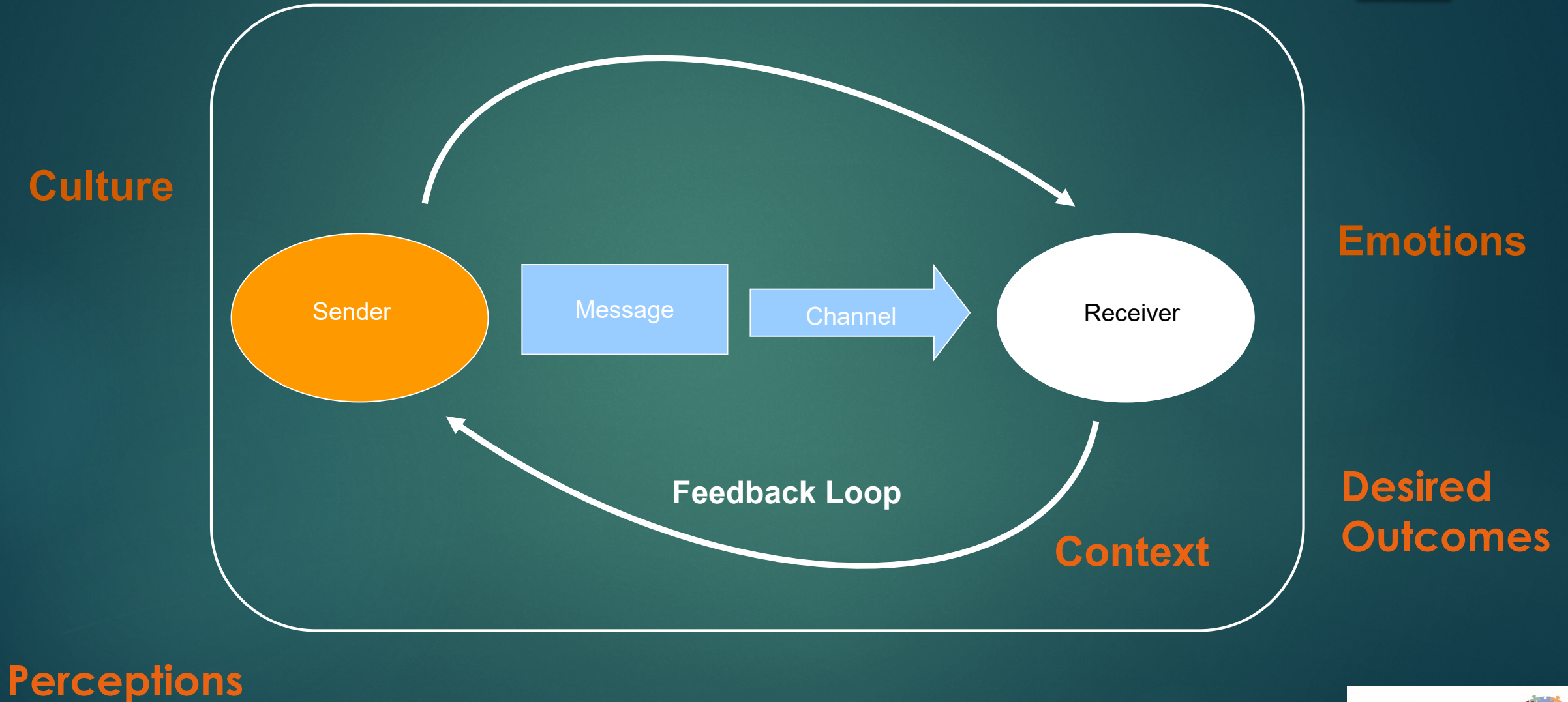


Review of Difficult Conversation Models

Quick Table Introductions

- ▶ Name
- ▶ Organization
- ▶ Describe your role
- ▶ One challenge you experience when having difficult conversations

BASIC COMMUNICATION MODEL





Visible Challenges

Invisible Challenges

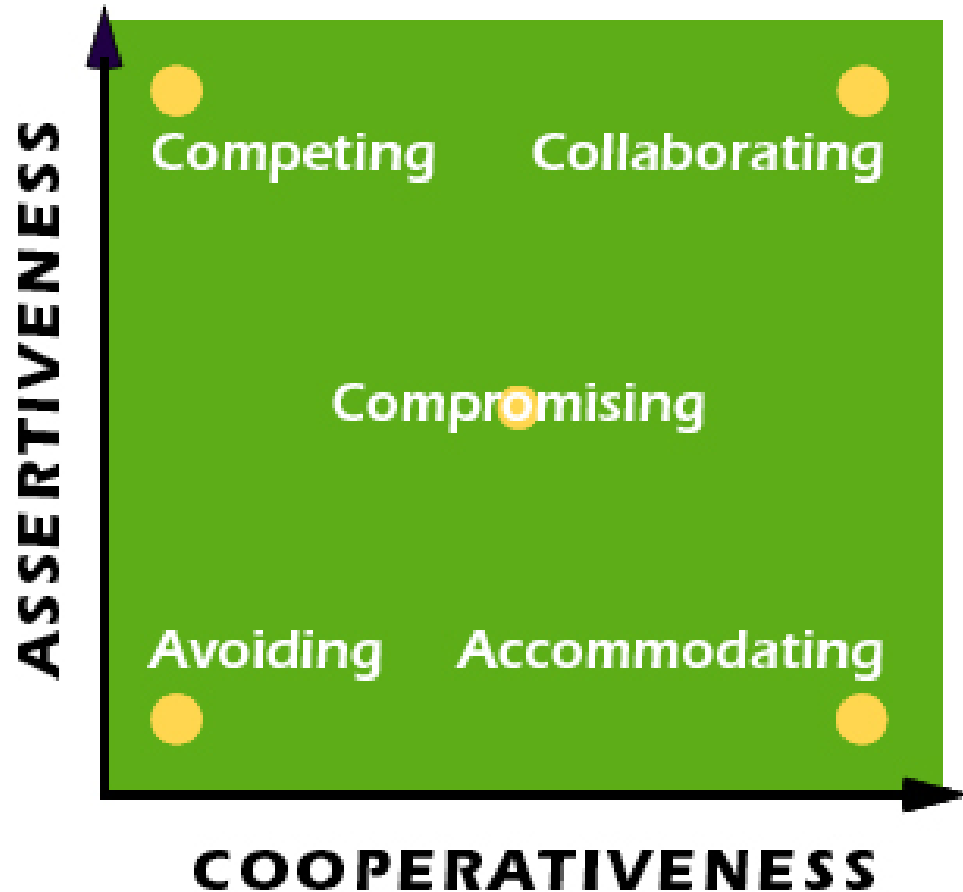
Unconscious Bias

What's
Important To
Know About
Icebergs?

Examples of Difficult Conversations



Thomas – Kilmann Conflict Model



The TKI is designed to measure a person's behavior in conflict situations. "Conflict situations" are those in which the concerns of two people appear to be incompatible.

In such situations, we can describe an individual's behavior along two dimensions:

- (1) assertiveness, the extent to which the person attempts to satisfy his own concerns, and
- (2) cooperativeness, the extent to which the person attempts to satisfy the other person's concerns.

Conflict Mini Assessment

Read

- Read the introduction to the assessment

Respond

- Respond to the statements on the assessment using the key provided

Score

- Score your assessment to determine your style

Four Basic Styles of Communication

PASSIVE - Tends not to stand for themselves

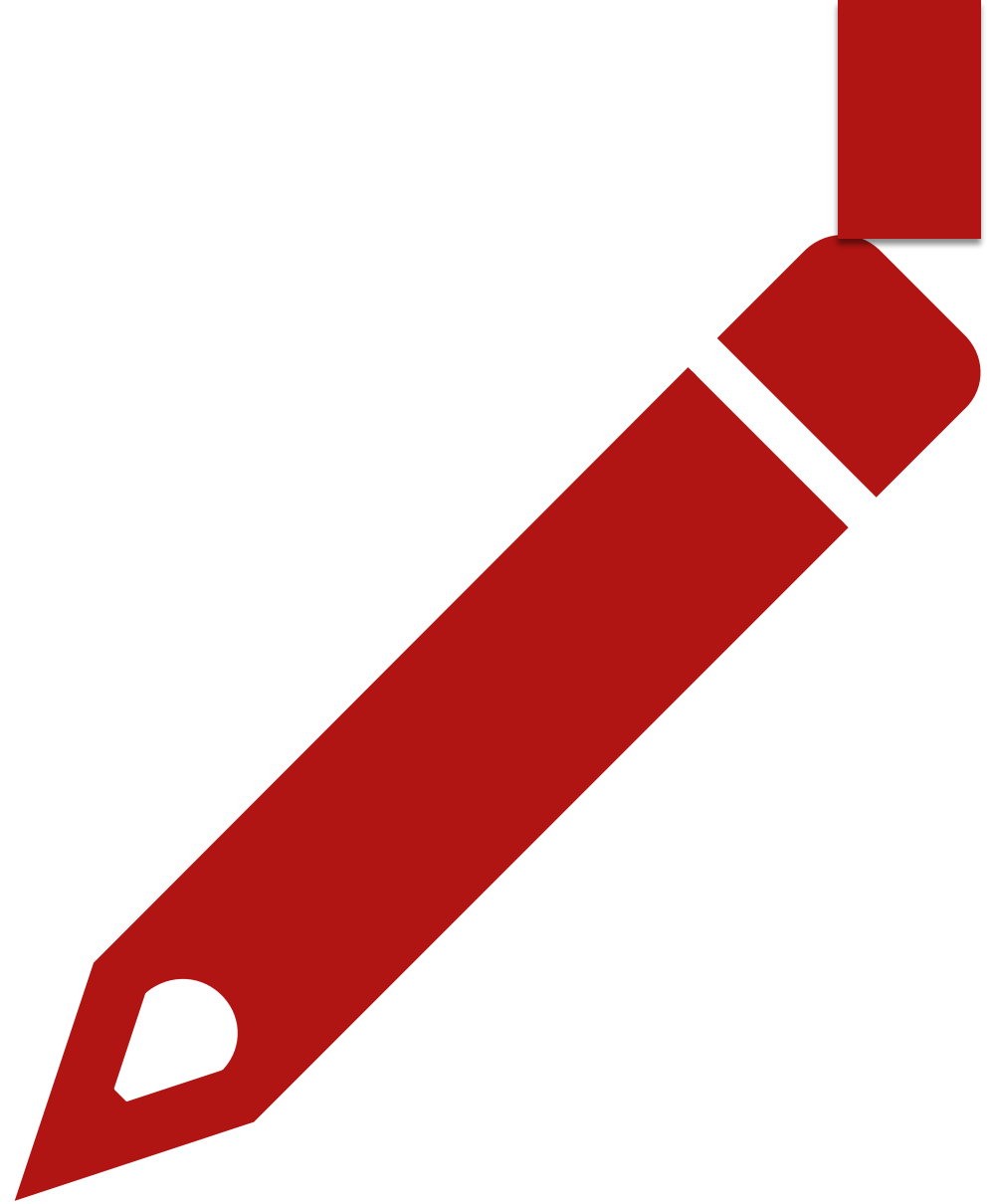
PASSIVE AGGRESSIVE – Uses sarcasm often

AGGRESSIVE – Criticizes, blames or attacks

ASSERTIVE – States needs and wants appropriately and respectfully

What's My Communication Style

- ▶ Take 7 minutes to read over the 11 questions
- ▶ Circle the answer that is most similar to how you think or feel
- ▶ Tally your results at the bottom of the page
- ▶ Read the descriptions



COURAGEOUS CONVERSATIONS

Based on the work by Glenn Singleton

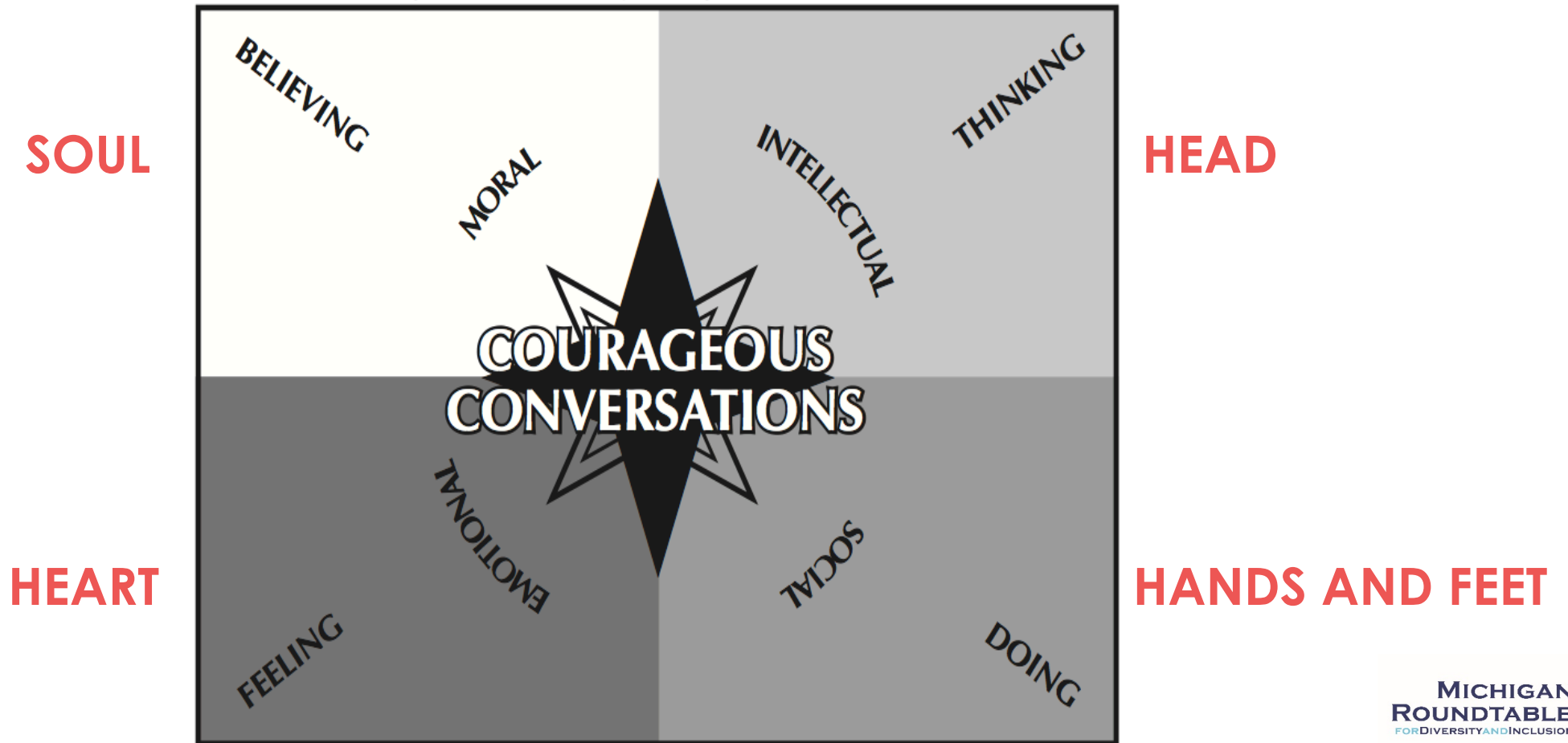
FOUR AGREEMENTS

- ❑ **Stay engaged** – this means “remaining morally, emotionally, intellectually, and socially involved in the dialogue.”
- ❑ **Experience discomfort** – this norm acknowledges that discomfort is inevitable, especially in dialogue about race, and that participants make a commitment to bring issue into the open. It is not talking about issues that create divisiveness; the divisiveness already exists in society. It is through this dialogue, even when uncomfortable the healing and change can begin.
- ❑ **Speak your truth** – means being open about thoughts and feelings, and not just saying what you think others want to hear.
- ❑ **Expect and accept non-closure** – this agreement asks participants to “hang out in uncertainty” and not to rush to quick solutions, especially in relation to racial understanding, which requires ongoing dialogue.

COURAGEOUS CONVERSATIONS

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COMPASS



COURAGEOUS CONVERSATIONS

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THE SIX CONDITIONS

- ❑ **ENGAGE** through your own **PERSONAL** racial experiences, beliefs and perspectives while demonstrating respectful understanding of specific historical as well as contemporary, local and immediate racial contexts.
- ❑ **SUSTAIN** yourself and others in the conversation through mindful inquiry into those **MULTIPLE PERSPECTIVES**, beliefs and experiences that are different than your own.
- ❑ **DEEPEN** your understanding of **WHITENESS** and interrogate your beliefs about your own association with and relationship to racial privilege and power.

A Word About “Fierce Conversations”

Adapted from Author Susan Scott

7 Principles of Fierce Conversations

- ❑ Have the courage to “surface assumptions”
- ❑ Move fear aside and share what is “real”
- ❑ Be in the moment of the conversation and “be here”
- ❑ “Tackle the your toughest challenge today”
- ❑ “Trust your instincts” balanced with listening to what is present
- ❑ “Take responsibility for your emotional wake”
- ❑ Silence is your friend – let it do the “heavy lifting”

THANK YOU FOR
ATTENDING
THE MRDI 2019
INAGURAL
CONFERENCE!!!

