The Haunted Workplace: Exorcising Miscommunication and Conflict

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WHERE CHANGE HAPPENS

About Your Presenter

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Asé Therapy and Services provides support for life's expected and unexpected changes.

In addition to therapy, we offer consulting on communication, child abuse prevention, mindfulness, and creating people-centered workplaces

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Today's Objectives

- Build tools to improve communication within the workplace
- Implement active listening and effective communication to increase workplace compliance and decrease safety issues
- Develop confidence in your ability to facilitate and engage in effective communication

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My requests

- Be engaged
- Be open
- Be curious

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Communication in the Workplace

- Why is it important?
  - Increases productivity
  - Facilitates trust
  - Improves employee engagement
  - Reduces workplace “drama”
- What happens when it is not prioritized?
  - Missed deadlines
  - Safety hazards
  - Employee attrition

Barriers in Communication

- Physical Challenges
- Cultural Differences
- Emotional Reactions
- Perception
- Language Differences
- Interpersonal Growth
- Gender Differences

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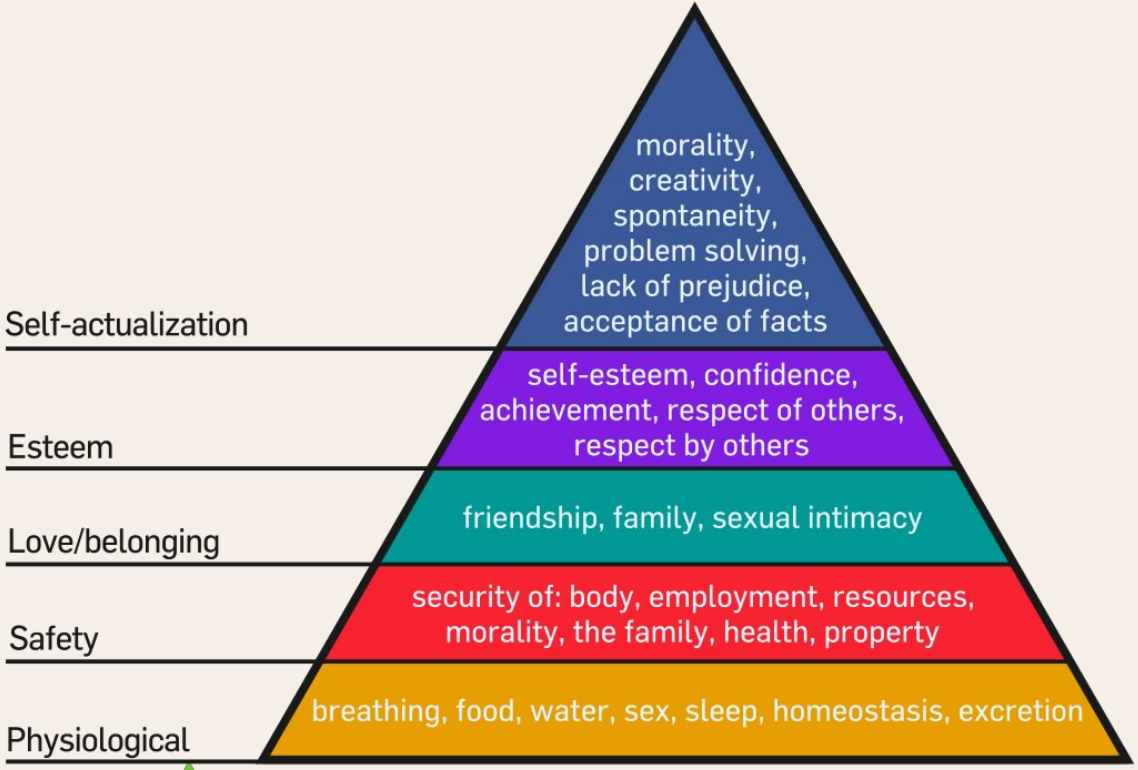
Understanding Communication Challenges

- Think about a recent communication challenge where someone reacted differently than you wanted...was there a core need that was not being met?



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Solving Communication Challenges

- Creating a Captive Audience
  - Mindful and effective communication prioritizes brevity, clarity, and consideration
- Learn Michelle's 3 C's of Communication
  - Consideration
  - Clarity
  - Concise

Solving Communication Challenges

- Active Listening
  - We're trained to listen to respond versus listening to understand
- Active listening requires us to hear what the person is saying and display our understanding through paraphrasing back the speaker's message
- Active listening prioritizes 2 Additional C's
  - Curiosity
  - Confirmation

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Let's Practice

Hi Team,

I just wanted to touch base, circle back, and kind of bring into view some thoughts and considerations that have been floating around regarding the overall situation that we're currently in.

Now, while I understand there were preliminary discussions at the last meeting (and possibly a follow-up via email, although I'm not entirely sure if everyone was cc'd on that), it might be helpful—though of course not mandatory—for us to consider possibly revisiting, or at least thinking about revisiting, some of the points that were mentioned but perhaps not fully explored in detail due to time constraints or other priorities at that moment.

That being said, in order to move forward in a direction that is aligned with our general goals—but not necessarily fixed or rigid—it would be advantageous to tentatively agree on some form of loosely structured framework or roadmap that outlines, in broad terms, what we might aim to accomplish within the next few weeks.

Please let me know your thoughts, or if you have any clarifications or questions about what I'm trying to get at here.

Conflict Acknowledgement and Resolution

- The ASE Way
  - Acceptance
  - Senteredness
  - Energy

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Thank you!
Questions?

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3 C's of Mindful Communication

Clear

"Mind Your Business"

Name what you are feeling and speak from your perspective only. Beginning your statement with "I" will keep you focused on you and your experience. Remain matter-of-fact in naming the problem.

Concise

"Mind the Time"

Do not use an argument or discussion as an opportunity to go through your laundry list of issues. Monologuing does not have a place in mindful communication.

Considerate

"Mind Your Manners"

Be careful of "you" statements. Beginning with you will often lean into blame, criticism, or contempt. Consider the space you're in and your physical demeanor.

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Instead of This:	Try This:
Hi Beth, I am emailing to see if we are still on for today at 1. I have a lot of work I need to get done and I haven't received a confirmation from you.	Hi Beth, I am confirming our meeting for 1. If I don't hear back by 11am, we'll need to reschedule as I have a very dynamic day to account for.
(sits quietly and is secretly feeling offended by conversation with colleage/supervisor)...Yes that sounds great. I'll get right on it. (later is feeling resentful and subsequently has tense interactions with aforementioned person)	I hear the action items you want me to do. The tone and delivery of this conversation is challenging for me. I need to step away for water/a breath and then can we continue OR I hear the action items you would like me to do. Can I give you feedback on some ways this conversation would have been better for me as its current delivery was very difficult.
You haven't been meeting deadlines like you said you would. What's wrong?	I've noticed mutually agreed deadlines are being missed. How are you doing? Is there any support you need?

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Problem Solving: The ASE Way

Parties Present:

Date:

Facilitator:

Accept

What is the problem being addressed? Prioritize facts and clarity.

Sentered

How has each party contributed to the problem? Do not seek a 50/50 split but rather aim for the best balance available.

Energy

What will each party commit to doing to address the problem and prevent its resurgence? Are there additional resources needed to facilitate a solution?