

Challenging Conversations

Presented by:

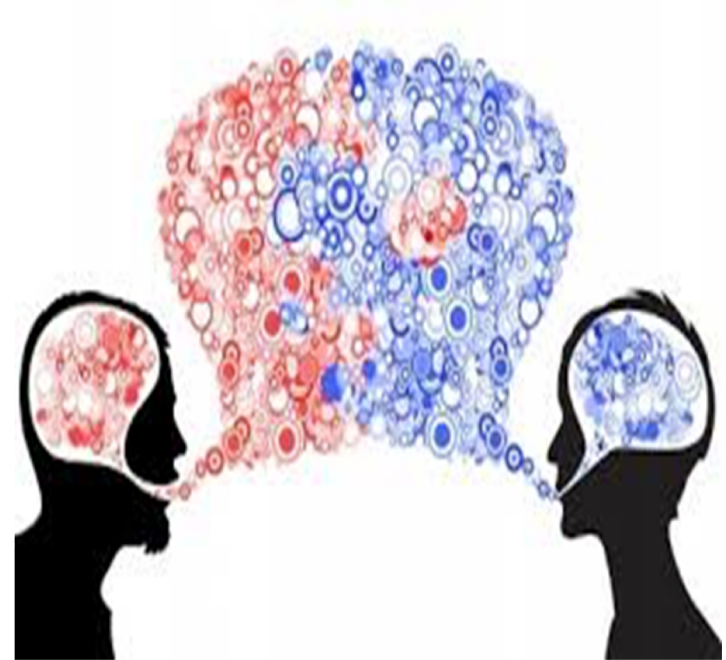
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Overview

- Personal Reflections
- Practice affirmative listening
- Gain an increased understanding of self and other individuals
- Practice applying dialogue skills to manage difficult conversations

- Stay engaged
- Share airtime
- Be patient with self and others
- Speak your truth
- Notice your judgments
- We are all teachers and learners
- Respect confidentiality



- Integrating affirming inquiry with **LARA method**
- Step 1: **L**isten – practice deep listening, trying to understand what lies at the core of what is being expressed, looking for ways to connect and open up
- Step 2: **A**ffirm - express the connection that you found when you listened, whether it's a feeling, an experience or a principle that you have in common with the other person. The important part is to convey the message that you're not going to attack or hurt the other person and that you know that they have as much integrity as you do.
- Step 3: **R**espond - Respond to the issue the person raised. Demonstrate that you are substantively addressing the contributions of the other participants.
- Step 4: **A**ffirming inquiry - used here as a way to share one's own perspective AND invite others to share their own.

Did You Know?

- 7% of what we communicate is based on ***vocabulary***.
- 38% of what we communicate is based on ***voice inflections***.
- 55% of what we communicate is based on ***nonverbal behavior***.

Practicing Speaking, Questioning & Listening

How did you learn your identities? Pick one identity (race, class, or sex).

What messages about this identity did you receive from family? school? community? What messages did you receive about what it means to be a good _____ or a bad _____?

Groups of 3: Introduce yourself to each other. You will take turns being the speaker, the listener, and the questioner. [Role Tags]

The **speaker** (60 seconds) – share messages you received about your identity: GOAL TO SPEAK CLEARLY & CONCISELY

The **listener** (30 seconds) – listen for understanding and then summarize the speaker's experience: GOAL LISTEN WITH INTENT

The **questioner** (15 seconds) – ask one essential question to deepen the level of understanding of the speaker. GOAL QUESTION FOR UNDERSTANDING

(Johnston, et. al, 2017)

Understanding Dialogue

A communicative event in which people with different perspectives seek to understand each other's views

- A process of collaborative understanding
- Does not demand nor expect agreement
- Listening deeply enough to be changed

Culture: The Software

The Iceberg Concept of Culture

Like an iceberg, the majority of culture is below the surface.



Surface Culture

Above sea level

Emotional load: relatively low

food ▪ dress ▪ music ▪
visual arts ▪ drama ▪ crafts
dance ▪ literature ▪ language
celebrations ▪ games

Deep Culture

Unspoken Rules

Partially below sea level

Emotional load: very high

courtesy ▪ contextual conversational patterns ▪ concept of time
personal space ▪ rules of conduct ▪ facial expressions
nonverbal communication ▪ body language ▪ touching ▪ eye contact
patterns of handling emotions ▪ notions of modesty ▪ concept of beauty
courtship practices ▪ relationships to animals ▪ notions of leadership
tempo of work ▪ concepts of food ▪ ideals of childrearing
theory of disease ▪ social interaction rate ▪ nature of friendships
tone of voice ▪ attitudes toward elders ▪ concept of cleanliness
notions of adolescence ▪ patterns of group decision-making
definition of insanity ▪ preference for competition or cooperation
tolerance of physical pain ▪ concept of “self” ▪ concept of past and future
definition of obscenity ▪ attitudes toward dependents ▪ problem-solving
roles in relation to age, sex, class, occupation, kinship, and so forth

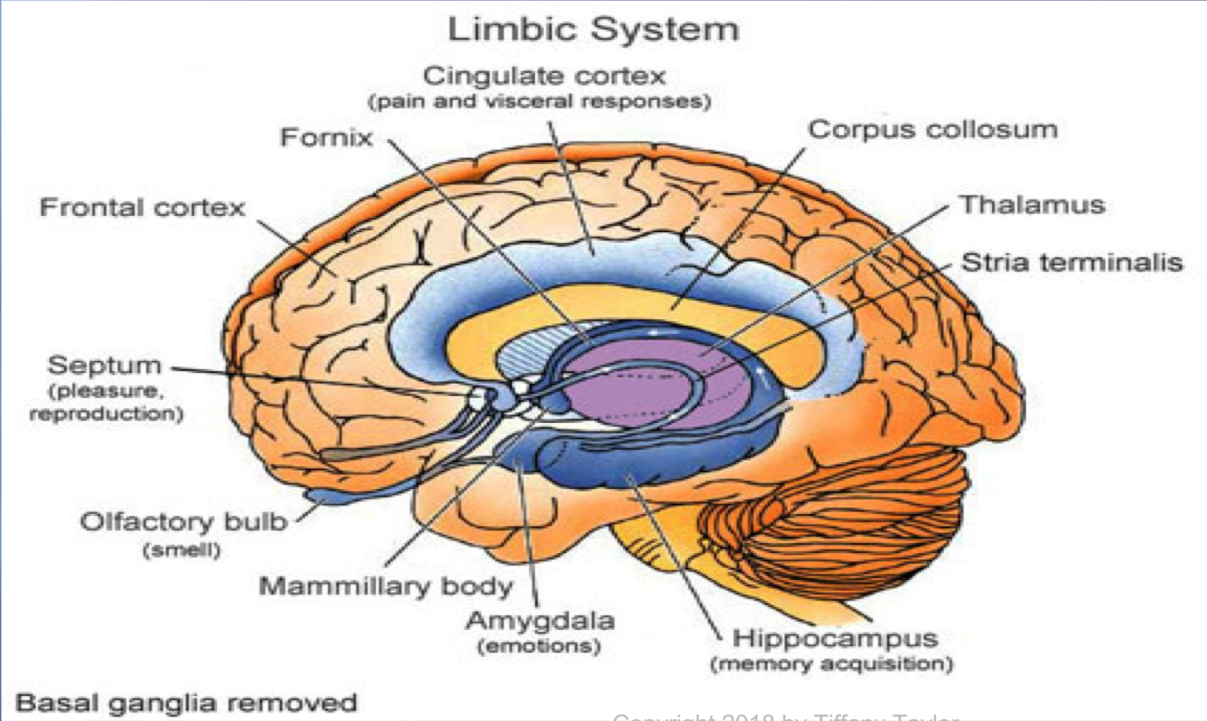
Unconscious Rules

Completely below sea level

Emotional load: intense



Our Socialization & Our Brain



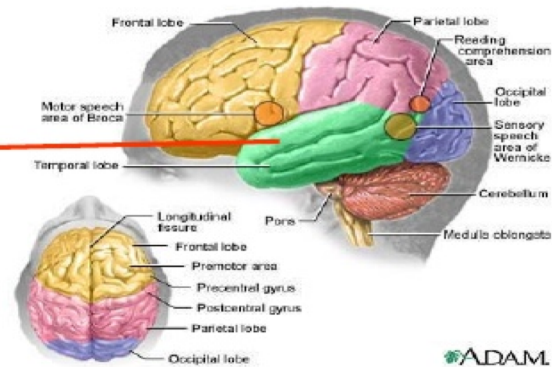
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To Get at Emotion, Go Deep...

Amygdala is deep within the most elemental parts of the brain.

The main purpose of the innermost part of the brain is **survival.**



ADAM

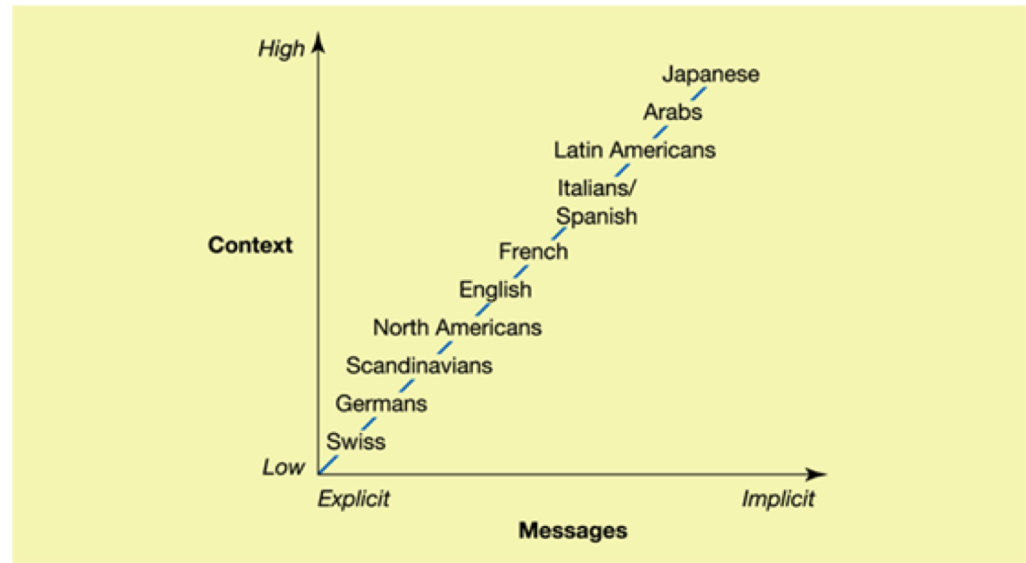
Brains Reaction to FEAR

- FIGHT
- FLIGHT
- FREEZE

Where do we sit on this continuum?

Context Cultures were developed by Edward Hall. It is one of the most widely accepted research about cultures which identify how important **context** plays a role in **structuring actions and communication**. The model is a continuum.

Figure 7.3 The contextual continuum of differing cultures



Source: Usunier, J.-C., 2000, *International Marketing*, Pearson Education Limited.

Low vs. High Context Cultures

Low (U.S.)	High
<ul style="list-style-type: none">- Relationships begin and end quickly. Boundaries unclear.	<ul style="list-style-type: none">- Depend more heavily on relationships
<ul style="list-style-type: none">- Identity rooted in self and individual accomplishments	<ul style="list-style-type: none">- One's identity is rooted in group
<ul style="list-style-type: none">- Social structure decentralized	<ul style="list-style-type: none">- Social structure and authority are centralized; responsibility at top
<ul style="list-style-type: none">- Use of direct, verbal cues	<ul style="list-style-type: none">- Use of nonverbal elements: voice, tone, facial expression, gestures, eye movement
<ul style="list-style-type: none">- Explicit, context less important	<ul style="list-style-type: none">- Context more important than words
<ul style="list-style-type: none">- Communication is an exchange of information	<ul style="list-style-type: none">- Verbal message indirect

Low Context



High Context



HOW MIGHT YOUR COMMUNICATION STYLE INFLUENCE CHALLENGING CONVERSATIONS?



Check In

Power of Words

Tips & Techniques

Answering Questions with Clarifying Questions

Practice Active Listening

Avoid finger-pointing, whether blaming or literally pointing fingers.

Drop your assumptions.

Take responsibility for feeling the way you do, rather than blaming the other person.

Approach the conversation with openness and an interest in problem solving, rather than needing to be “right.”

Telling our story

Talk about how a **specific conversation in your life and how you might have had a different effect.**

Small groups (5-6)

Q & A

Thank You!