When to Report Bad Behavior

Harassment
Mandated Report
Illegal Activity
Policy
How did you do?

**CONFLICT**

- Arises from Differences
- Occurs when People Disagree over
  - Values
  - Motivations
  - Perceptions
  - Ideas
  - Desires
- Most Common in Workplace
  - Task
  - Relationship/Personality

“Yes, I think I have good people skills. What kind of idiot question is that?”
Communication

Communication problems made up 62% of workplace conflicts!

The single biggest problem in communication is the illusion that it has taken place.

- George Bernard Shaw

Woman without her man, is useless.
Woman, without her, man is useless.

"It's not what you say John; it'll help you say it..."
Communication: The exchange of information between people

How do we communicate?

- Criticism
- Contempt
- Defensiveness
- Stonewalling

Communication Roadblocks

Target Words

- Lecturing
  - You should, Must, Have To

- Minimizing
  - Nevertheless, Beside That, More Importantly

- Exaggerating
  - Everyone, Never, Always
I DISAGREE

Effective Communicators
- Ask More Questions
- Ask Fewer Direct Questions
- Summarize More
- Search For Common Ground
**ASSERTIVE COMMUNICATION**

Honestly expressing feelings, wants and needs clearly, appropriately and respectfully.
- “I” vs “You” statements
- Listen without interrupting
- Use dialogue vs debate
- Goal is balance

**ASSERTIVE TECHNIQUES**

E.A.S.Y
- Express how it affects you
  - I’m confused, surprised, concerned, shocked
- Address the situation
  - Describe the situation
- Specify what you want/need
  - Outline what you want to change/need person to do
- Yes or No question
  - Don’t you agree? Is that something you can do?

**ASSERTIVE TECHNIQUES**

Broken Record
- Keep repeating your point using low level, pleasant voice.

Fogging
- Agree with some of the facts, but retain right to choose your behavior.

Defusing
- Allow someone to cool down before discussing an issue. Stay calm, ask for more time, walk away if needed.

Content to Process Shift
- Stop talking about the problem and instead bring up how the other person is behaving in the moment.
Ask Yourself

Does this need to be said?
Does this need to be said by me?
Does this need to be said now?

Excellent communicators are not born—they are made.

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