

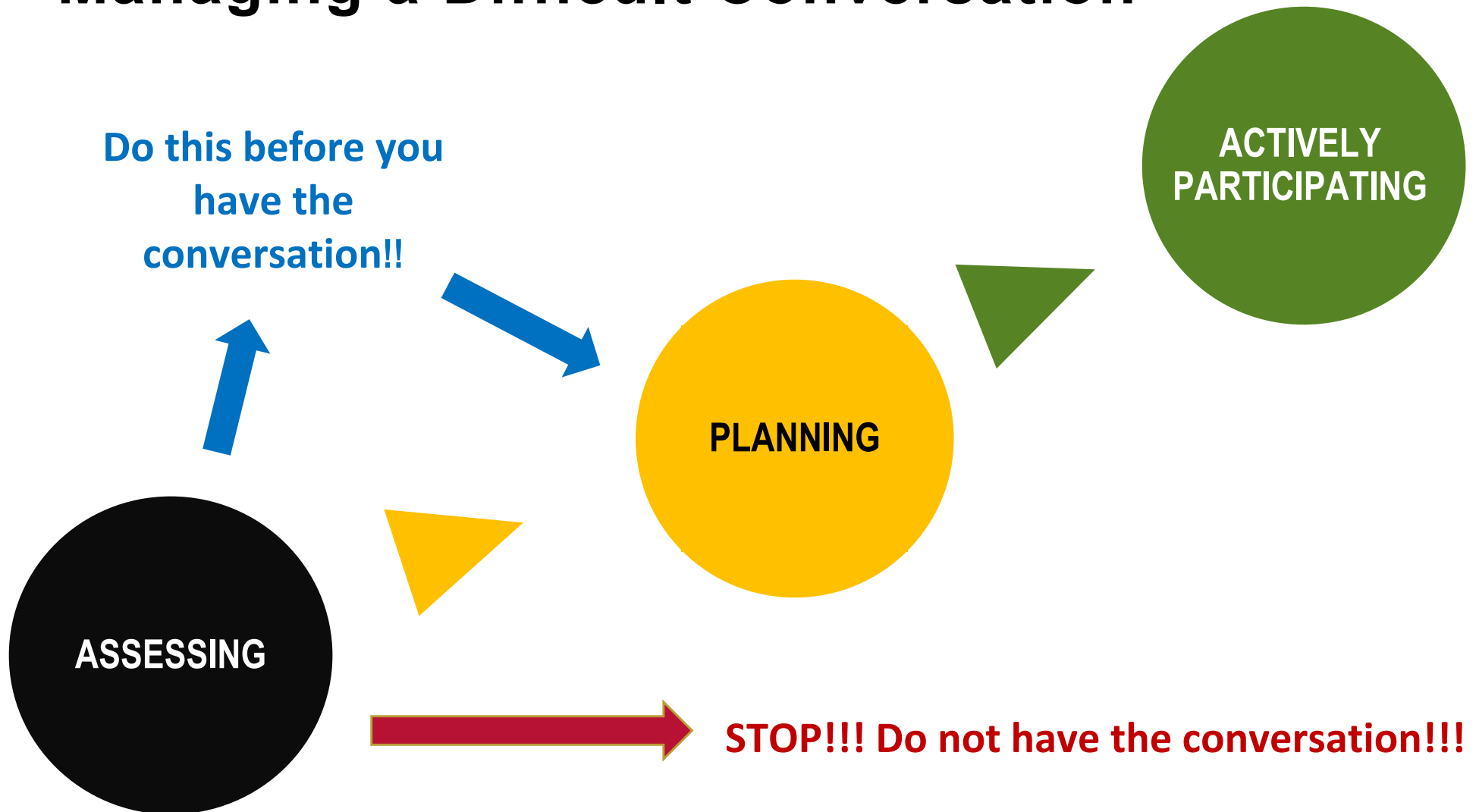


Maintaining Effective Relations with coworkers, colleagues, and supervisors

Part 5 – Blue Zone Tools (Application)



Managing a Difficult Conversation



ASSESS

- 1. Is a conversation appropriate?
- 2. Why is this conversation going to be difficult?
- 3. Set context

PLAN

- 4. Clarify the issues
- 5. Be aware of communication barriers.
- 6. Communicate impact using “I” statements
- 7. Consider the setting
- 8. Prepare for follow-up questions
- 9. Plan the conversation

PARTICIPATE

- 10. Participate actively in the conversation

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Photo by RODNAE Productions

AN INVITATION TO HAVE A CONVERSATION

The Context Statement:

- Clarifies motives
- Prevents distractions
- Seeks understanding
- Shares goals
- Demonstrates care



Photo by nappy

Scenario – Li

- Li is a graduate student working for Dr. Keller.
- Enjoys working with him; he is approachable.
- Expected some teaching experience, not just marking.
- Teaching is important for her professional development.
- Raised concern after 3 months; Dr. Keller responded abruptly.
- Six months later, still only marking; hesitant to ask again.
- Feels frustrated and unsure how to proceed.

Reflect – Li

Consider the Timing:

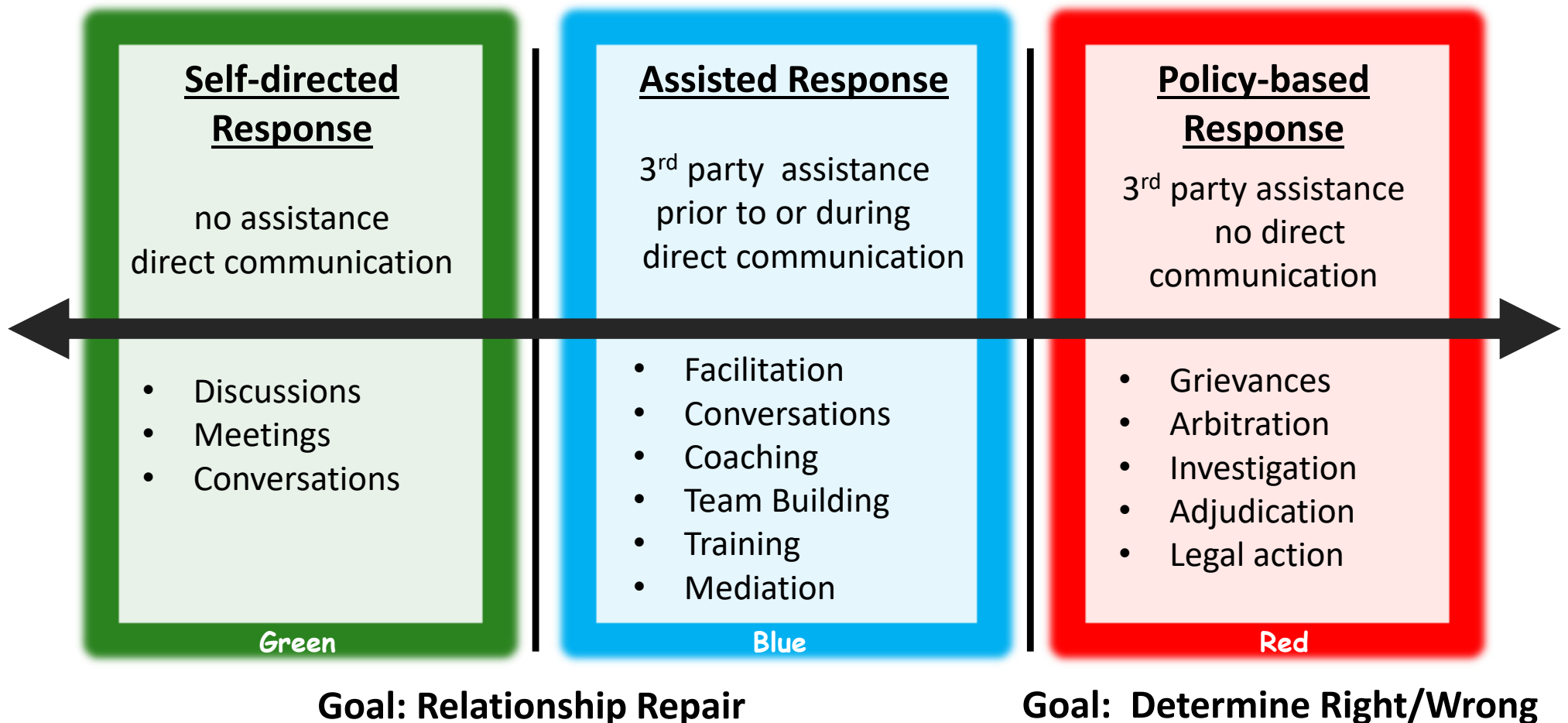
Obviously, Li cannot go back in time, but if she could, when would have been the ideal time to have a conversation with Dr. Keller?

Why?

Consider the Barriers:

Why do you think this conversation did not happen? What barriers may have prevented it from happening?

Continuum of Conflict Management Processes



Adapted from: Moore, Christopher et. al. Effective Mediation.
Boulder: CDR Associates, 1989.

Barriers to Effective Communication

- Low confidence
- Lack of support ... feeling alone
- Fear and uncertainty
- Assumptions
- Perceived lack of caring



PILLARS OF A POSITIVE RELATIONSHIP

TRUST

RESPECT

CARING

COMMUNICATION



CONFLICT MANAGEMENT OFFICE



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Consider:

When dealing with a **PERSON** how can you begin to move to a caring mindset?

Scenario A – Li

Li can consider the following questions:.

- a. Why does she need to have this conversation?
- b. How will this conversation benefit her and Dr. Keller?
- c. What will likely happen if they don't have the conversation?
- d. Why is it important to this conversation now? Will delaying it make the situation worse?
- e. What has kept them from having this conversation earlier?
Does she need help getting past these barriers?

Context Statement: Summary

Let them know that:

- you care
- you want to understand

Consider ...

... communicating shared goals

... pointing out the potential costs

Li: Context Statement

Dr. Keller, I've really appreciated the opportunity to work with you this year. I find your research fascinating and feel fortunate to be a part of your team. I want to make sure that we can make the most of our next six months working together and achieve the goals we set for this year. Recently, something has changed. I've sensed there may have been some miscommunication or misunderstanding between us, so I'd like to have a conversation to help me better understand your perspective. When would be a good time to meet?

**SHOULD WE NAME THE PROBLEM IN THE
CONTEXT STATEMENT?**

**IT
DEPENDS!**

The Question of Responsibility

Scenario 1

Li (Graduate Student)

Scenario 2

Mark (Staff)



Scenario 3

Dr. Aisha Ahmed (Faculty)

Scenario 4

Paul (Graduate Student)



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