

Maintaining Effective Relations with your Coworkers, Colleagues, and Supervisor

Part 2- Green Zone Tools

Consider the situation that you have placed in the green zone:

- What type of events might cause you to reassess the situation? How will you respond in that case?

- What emotions are you bringing to this situation? Are they apt to keep you from communicating effectively? What steps can you take to prevent them from doing so? Do you need to discuss these emotions with someone before proceeding?

- What assumption have you made about the situation or the other person? Have you made assumptions based on stereotypes or assumptions about their intent? Are you viewing the situation through a negative filter? How can you put these assumptions aside? Do you need to discuss these emotions with someone before proceeding?

- Consider the two communications tools discussed: Seeking Understanding and Communication Impact. Could either of them be useful in this situation? Could they both?
 - What information do you not yet have about the situation? What questions can you ask to gain a better understanding of the other person's perspective?
 - How have you been impacted by the situation? How could you communicate that to the other person?

Use this model:

- When you
I felt
Could you ...
- Could you use these tools to assess how the other person has been impacted by your words or actions?