

Maintaining Effective Relations with Coworkers, Colleagues, and Supervisors
Part 6 – Blue Zone Tools Part 3 (Planning Ahead)

Plan your Conversation (Use this worksheet to summarize your work above and prepare for your conversation)

Where and when will the conversation take place? _____

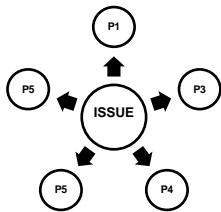
Who will be present? _____

What context do you need to provide prior to the conversation?

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_____]

What are the key points that you need discuss during the conversation?



1. _____
2. _____
3. _____
4. _____
5. _____

What information do you need to share about how you have been impacted?

"I" STATEMENTS [_____

_____]

What questions do you expect from the other person? How will you answer them?

? _____

What questions do you need to ask to better understand the other person's perspective? It is important to put aside any assumptions that you have and seek understanding.

?

Participate Actively in the Conversation

Don't forget that you are not just presenting your thoughts and feelings on this issue. You are there to work collaboratively with the other party in order to come up with mutually acceptable outcomes related to the issue at hand. Getting what you want without listening to the other party will not set precedence for good communication in the future.

Remember:

- ❖ Speak calmly.
- ❖ Be aware of the nonverbal messages that you are sending.
- ❖ **Make fewer statements, and ask more questions**
- ❖ **LISTEN, LISTEN, LISTEN** to what's being communicated. This will help you **develop an understanding** of the other party's message to you. Efforts to seek understanding minimize assumptions, misinterpretations, miscommunications and misunderstandings.
- ❖ Sincere efforts to seek understanding demonstrate that you care. When an individual feels that you care about them and what they are saying, **tension is often reduced.**
- ❖ Let the other person know that they have been heard and understood by **summarizing what you have heard them say.** When an individual believes that they have been understood, they are in a better position to try to understand you.
- ❖ Be honest **when emotional behavior is having a negative impact ... consider stopping** the conversation with a commitment to reconvene if appropriate.