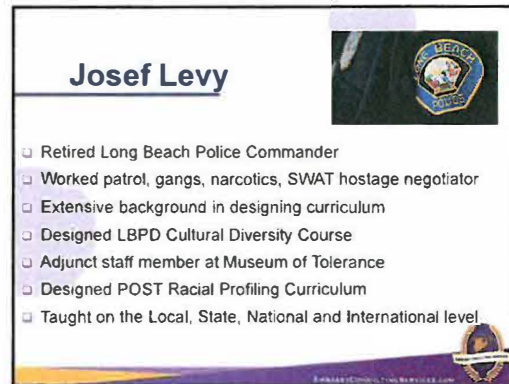
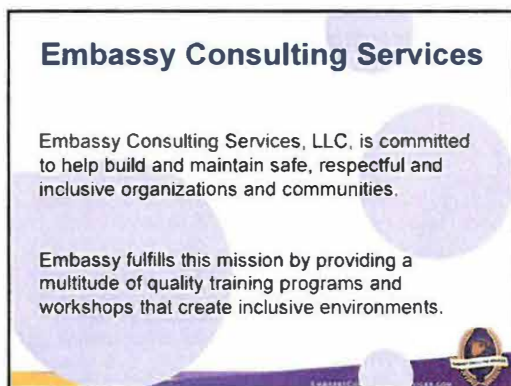


1



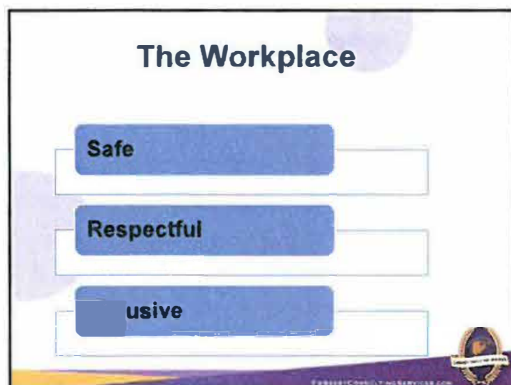
2



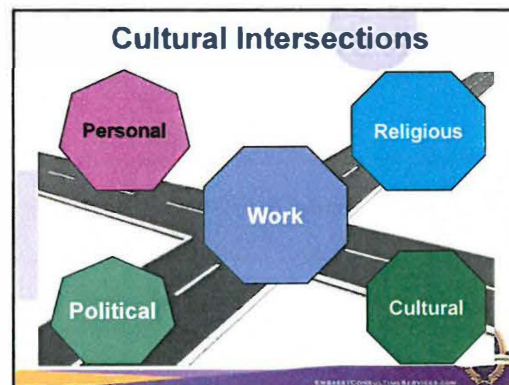
3



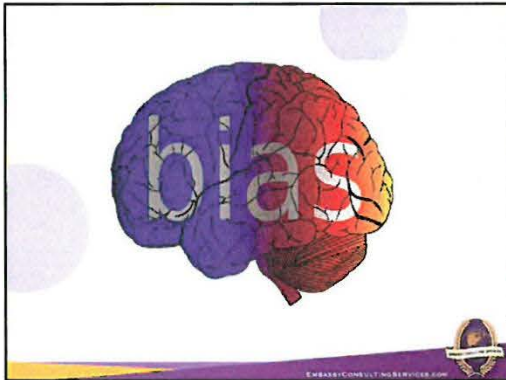
4



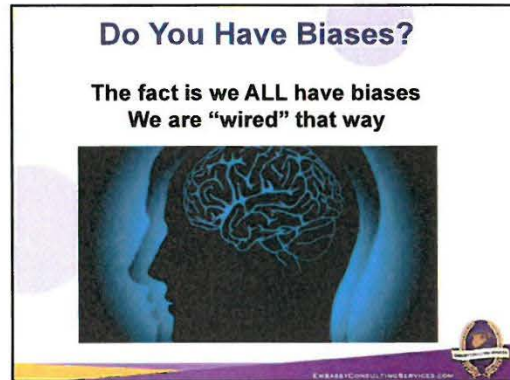
5



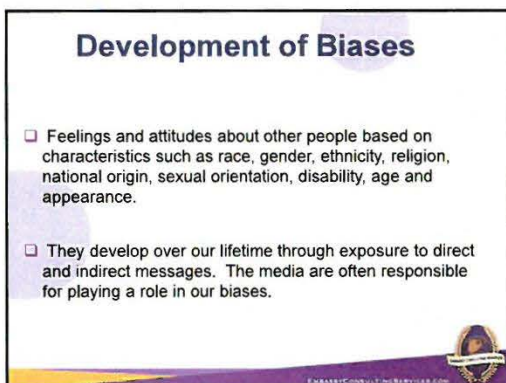
6



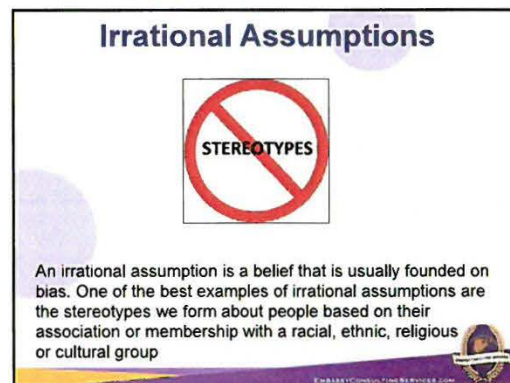
7



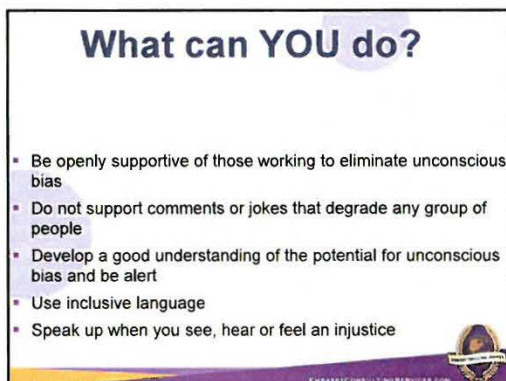
8



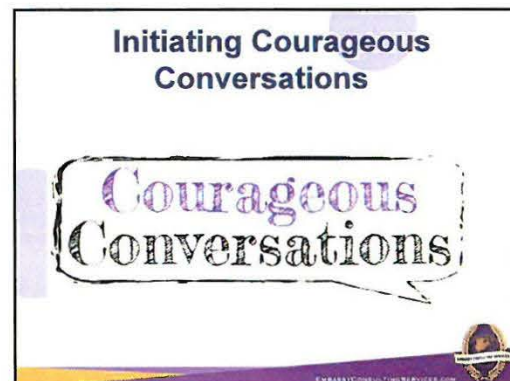
9



10



11




12

What is a Courageous Conversation?


A "courageous conversation" is one that is often difficult to have but is necessary. When done effectively, it can have a positive impact on how you lead yourself, your team and your organization.

"A conversation you don't want to have"




13

No Problem With



- Victims
- Suspects
- Witnesses
- Our Children

Why Not Co-Workers?




14

Human Nature

Common Human Tendencies?

- We go to great lengths to avoid any kind of disagreement or confrontation and to keep conversations even-keeled.
- We really want to be liked, therefore avoid conversations that endanger this need.
- We would rather choose to postpone, avoid, deny or rationalize something than address it and risk upsetting someone.




15

Goal of the Discussions

Sharing your thoughts about recent events

- Try to understand other points of view, not necessarily **AGREE** with
- Engage in honest and respectful dialogue
- Some topics may make you feel uncomfortable
- In order to move forward, these discussions need to occur
- This may **TEST** you to put the Communication Principles into action



16

Communication Principles


- "I" Statements
- Active Listening
- Patience
- Risk Taking
- Honesty
- Respect
- Personal Responsibility
- Cultural Sensitivity and Understanding
- Confidentiality




17

How to Start

- "I think we have different perceptions about . I'd like to hear your thinking on this"
- "I'd like to talk about . I think we may have different ideas on how to ."
- "I'd like to see if we might reach a better understanding about . I really want to hear your feelings about this & share my perspective as well."



18

How to Start

- "I have something I'd like to discuss with you that I think will help us work better together"
- "I'd like to talk about _____ with you, but first I'd like to get your point of view"
- "I need your help with what just happened. Do you have a few minutes to talk?"

19

Things to Avoid

- ❑ "I don't believe that, that's never happened to me before"
- "I've never thought of that before-could you explain why you think that?"
- ❑ "That really pisses me off, that's such a stupid/racist thing to say"
- "I feel disrespected when people say _____ because _____"

20

Self-Check

What are you doing or **NOT** doing to create an environment that allows you and your co-workers to engage in difficult or courageous conversations?

TRUST



21

Thank You!

Josef Levy



Embassy Consulting Services, LLC
www.embassyconsultingservices.com

22



Communication Guidelines

- **"I" Statements**
 - *"I feel...."*
 - *"I believe...."*
 - *"It's my experience...."*
 - *I can only speak for myself*
- **Active Listening**
 - *"Hear" what the other person is saying.*
 - *Seek to understand what the person is "feeling"*
 - *Listen with an open mind*
 - *Check your biases*
- **Patience**
 - *Understand that we all have different communication styles, beliefs and experiences.*
- **Respect**
 - *Treat a person's feelings with respect.*
 - *What are the specific behaviors associated with "Respect?" (Body Language, Facial Expressions, Tone of Voice, Waiting for others to finish their thoughts, No interrupting or talking over another, etc.)*
 - *"Think before you speak and think before you act."*
- **Honesty**
 - *Be truthful with your thoughts and feelings*
- **Personal Responsibility**
 - *Take responsibility for what you "say" and "do"*
 - *Think before you speak and act*
 - *Be open to personal growth*
 - *Offer sincere apology if needed*
- **Cultural Sensitivity/Understanding**
 - *Understand how you view the situation and why*
 - *What are your experiences? How were you taught in your family?*
 - *Seek to understand the other person.*
- **Confidentiality**
 - *Creates a SAFE environment*
 - *Establishes TRUST and strengthens relationships*
 - *Prevents rumors, miscommunication and misunderstandings*

Source: Adapted from the Communication Guidelines: *The California Conference for Equality and Justice- Long Beach, CA*