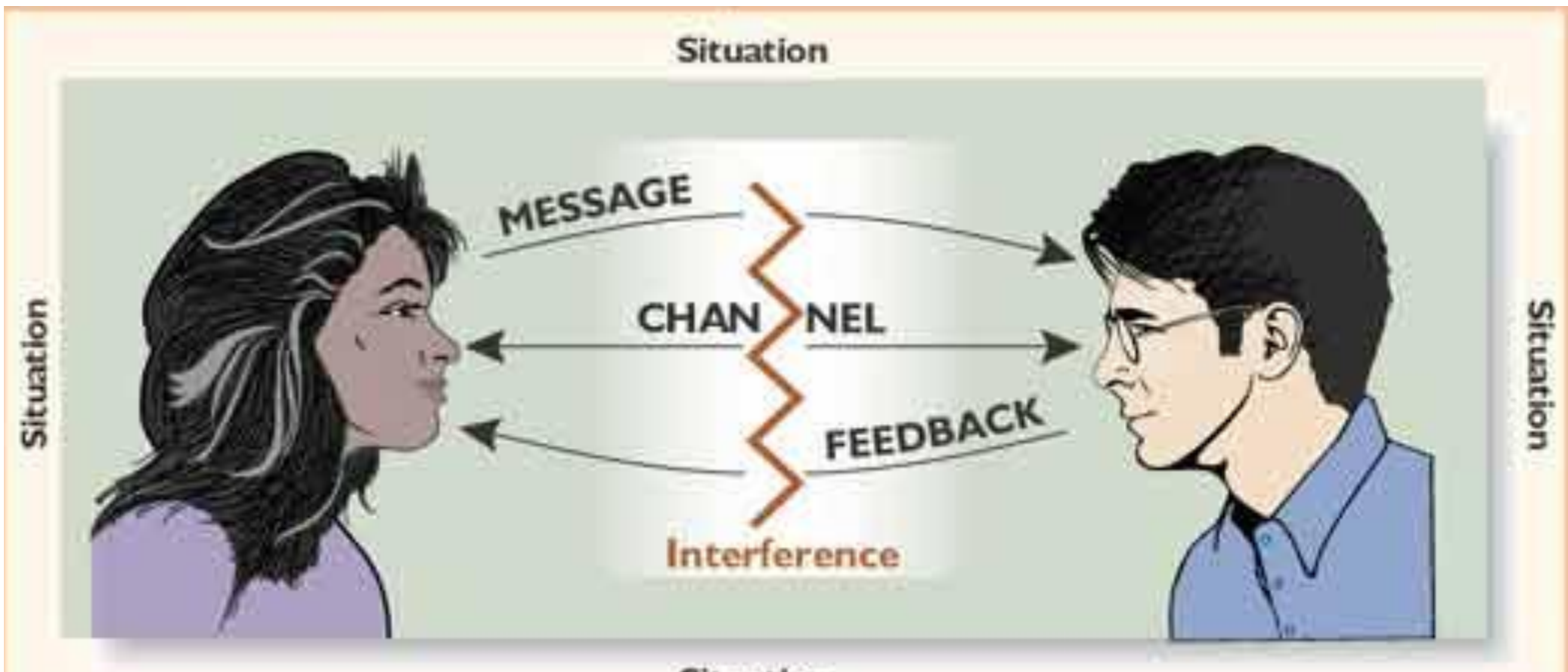


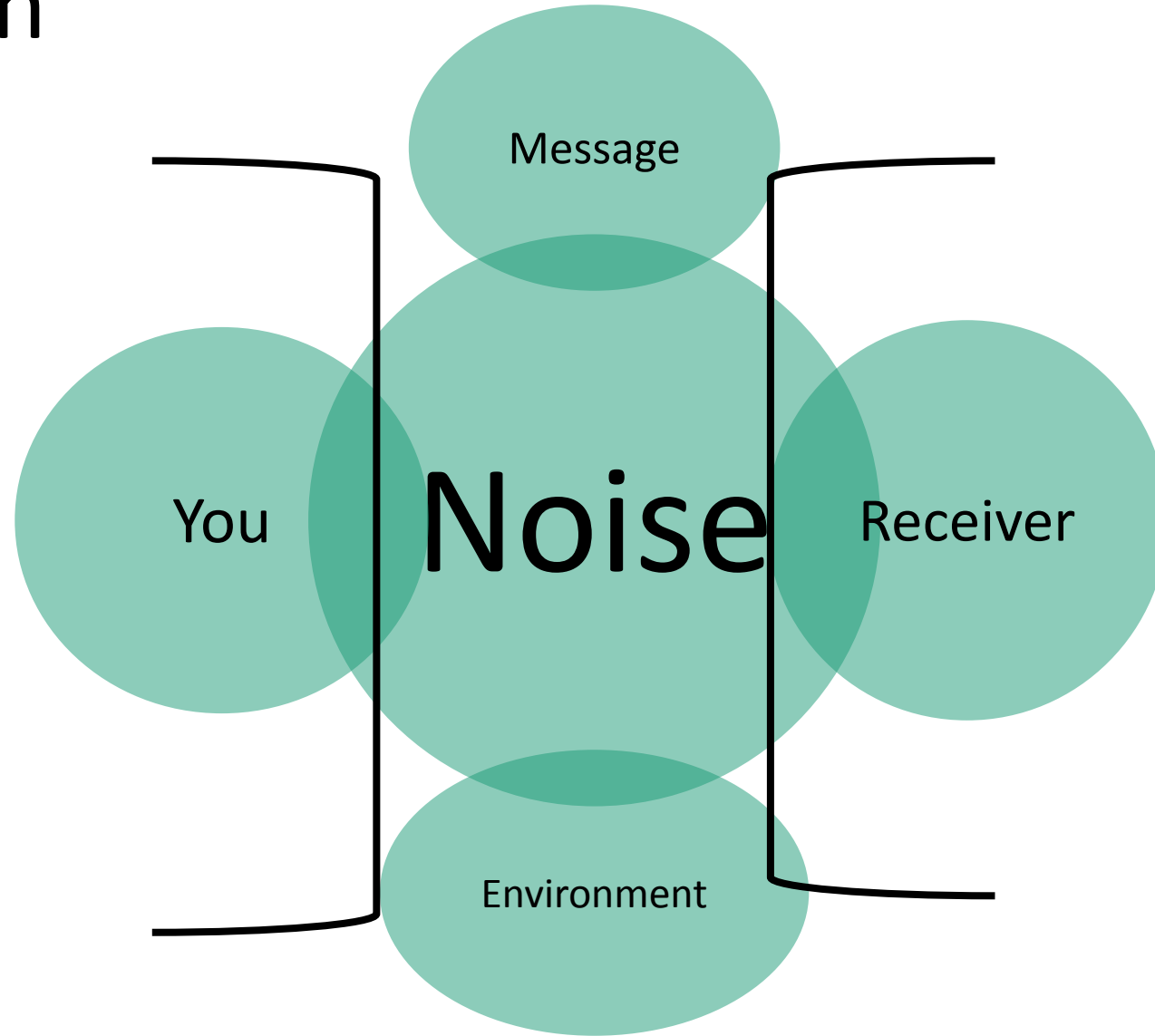
A close-up photograph showing a person's hands pulling apart a piece of translucent, stretchy material, likely slime or a thin fabric. The material is being pulled into long, thin strands that are slightly translucent and have a light blue or green tint. The background is dark and out of focus, showing what appears to be a person's legs in dark pants. The overall lighting is dim, highlighting the texture and elasticity of the material being pulled.

Sticky Conversations



Consideration

• Message



• Recipients

Communication Obstacles

- In small groups, make a list of communication obstacles



5

Keep these in mind
when planning your
sticky conversation

What make conversations Sticky?



Outcomes are important



Viewpoints Differ



Emotions run high



Planning the conversation

Planning the conversation



Why does it matter?



How does each party feel about it



What do I want as an outcome



What am I willing to compromise on

Effective Communication

Use Language that is:

- Descriptive
- Focused
- Specific
- Brief
- Simple



Avoid Language that is:

- Judgmental
- Global
- Stereotyped
- Lengthy
- Complicated



Global
Stereotypical
Judgmental

**“Your generation is
never going to
understand how all
this technology
works.”**



Remember to do this

Use Language that is:

- Descriptive
- Focused
- Specific
- Brief
- Simple



Avoid Language that is:

- Judgmental
- Global
- Stereotyped
- Lengthy
- Complicated



It's a
natural
response
within a
person

resistance

It's
predictable,
natural, but
not always
necessary!

Use “I” Statements



Stick to facts



Don't over generalize



**Start from your perspective
rather than attacking**



**State implications of the
behavior**

“You are late every time we set up an appointment to meet.”

I’m finding it really hard to commit to our meetings when you have been at least 30 minutes late the last two times.

See the Difference?

How can you
change this to an
“I” statement?

(AND not
stereotypical, etc)

**“Your generation is
never going to
understand how all
this technology
works.”**

Better

I find it difficult to explain how social media can help when you say how foolish it is.

Let's practice writing I Statements

"YOU" MESSAGE	"I" MESSAGE
Your office/truck is really messy.	
You smell bad.	
You didn't do that right even after I've told you 3 times	
You didn't do your part.	
You tracked in dirt	
That report you wrote was terrible.	

I Statement Magic:

Stick to facts
Keep it focused
Don't Attack
State Implications

Use Language that is:

- Descriptive
- Focused
- Specific
- Brief
- Simple



Avoid Language that is:

- Judgmental
- Global
- Stereotyped
- Lengthy
- Complicated





Let's Practice Groups of 3

1 delivers
message
1 receives
message
1 listens and
offers feedback

Practice starting your
“Sticky” Conversation

Each person use a
difference scenario

When Faced With Resistance



Identify what is happening

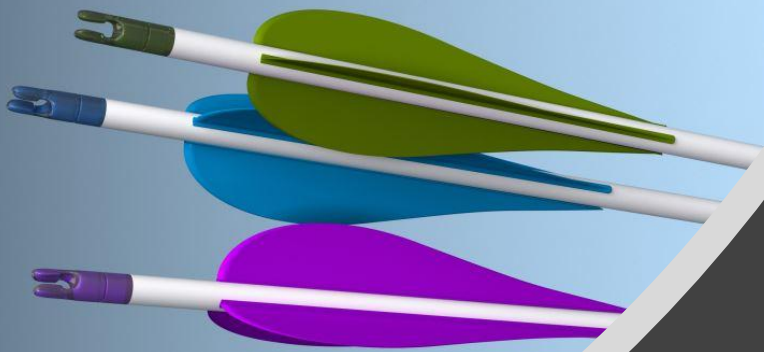


Name it



Be quiet and wait

How Do you know
when you are
hitting resistance?



When the Resistance takes this form	Name it by making this statement
The participant is avoiding responsibility for the situation	I notice you don't see yourself as part of the problem
Flooding you with detail	I understand your concern but you are giving me more detail than I need. How would you describe it in a short statement?
One-word answers	I don't know what you are thinking when you give me one word answers. . . Cold you say more?
Changing the subject	The subject keeps shifting. Could we stay focused on one area at a time?
Compliance	I can't tell what your real feelings are because you are willing to do anything, I suggest
Silence	I don't know how to read your silence
Press for Solutions	I hear you but it's too early for solutions. We still need to spend some time trying to figure things out.
Attack	I can sense your frustration. You are really questioning a lot. You seem angry about something. Can you explain?

When Faced With Resistance



Identify what is happening



Name it



Be quiet and wait

Flooding you with detail

Dad, I understand your concern, but you are giving me more detail than I need. How would you describe it in a short statement?

Psst...then be quiet


A large red barn with a corrugated metal roof and two tall silos, serving as a background for text. The barn has a gambrel roof and a smaller addition on the left. The silos are cylindrical with domed tops. The scene is set in a rural area with trees and a clear sky.

Brown Family

**What are the difficult
conversation they need to
have in the near future?**

Use the Worksheet and the
Brown Farm Scenarios at the
Table to talk through the difficult
conversations ahead

Role Play
In pairs practice how you
would begin these
conversations



How did the
conversations go
at the Brown
Farm?



3

1

Your turn: Begin to Plan your conversation

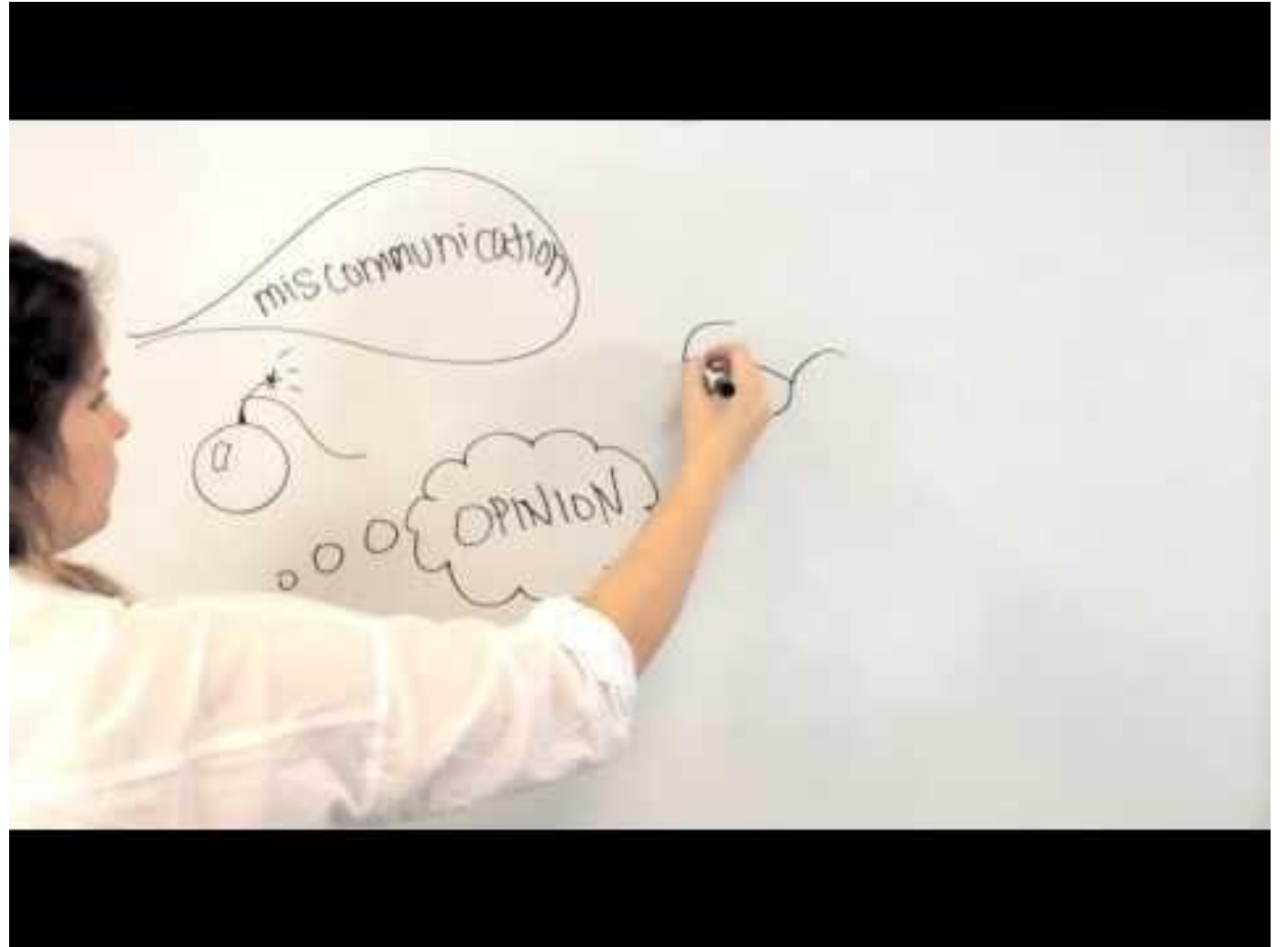
Handout 2

The image features a close-up, top-down view of a wood surface, showing concentric growth rings in shades of light tan and brown. A dark, semi-transparent grey overlay covers the bottom portion of the image, with a diagonal cutout on the right side. The text "One more layer....." is printed in white on the dark overlay.

One more layer.....

- Pull out your Conflict Assessment

Understanding Conflict Styles



Low to High Concern for Other



What Style do you Prefer?

Group Discussion

What are examples of the best way to use each conflict style?



https://www.youtube.com/watch?v=3jKXY_Jr4aA

Wrap up

Name 2 things you have learned
from today's session

