

The Beauty of Dialogue for Effective Communication



Greg Owens, LMSW Wilma Alvarado-Little, MA MSW

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The Greatest Problem With Communication Is The Illusion That It Has Been Accomplished

George Bernard Shaw



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Greg Owens, LMSW, MICD Wilma Alvarado-Little, MA, MSW

Objectives

- Identify when conversations are becoming risky
- Understand of some of the basic skills
- Learn how to encourage safe discussions

Ground Rules-What Do You Need to Make This A Successful Experience?

- There will be small group activities
- Please place all electronic devices on buzz or silence them
- “Vegas Rules”
- What else???

The Biggest Problem With Difficult Conversations is

1. We Don't Have Them At All or
2. We Do A Poor Job With Them Even When They Matter The Most!

Let's think about this.....

When you were younger, what did you do when you wanted to get your way?

Discuss with your group. Get a list of some of your old habits.

Pick some and write them down.

Select someone to report out on them.

Now what do you do when you want to get your way?

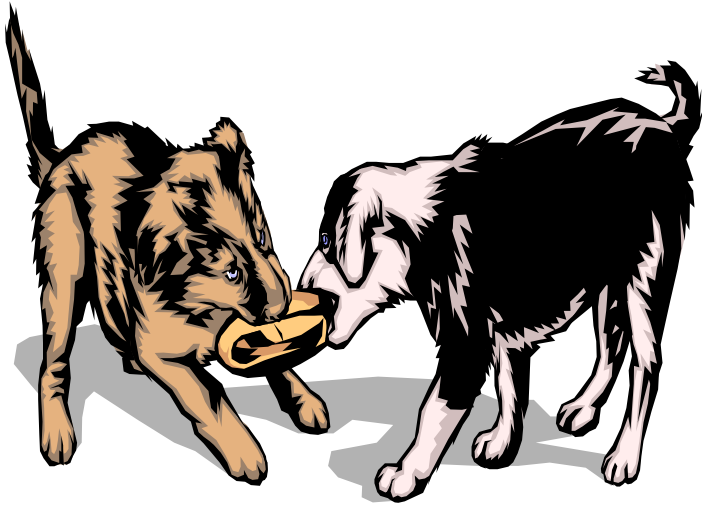


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When it counts the most we often do our worst in difficult conversations.

Why?

Tough conversations = Fight or flight!



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It was impossible to get a conversation going, everybody was talking.

Yogi Berra

The difference between *debate* and *dialogue*.

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DEBATE

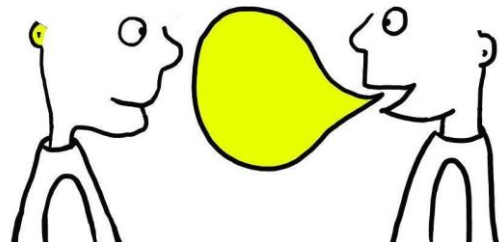
- Assuming that there is a right answer, and that you have it
- Combative: participants attempt to prove the other side wrong
- It's about winning
- Listening to find flaws and make counter-arguments
- Defending our own assumptions as truth
- Seeing two sides of an issue

DIALOGUE

- Assuming that many people have pieces of the answer
- Collaborative: participants work together toward common understanding
- It's about exploring common ground
- Listening to understand, find meaning and agreement
- Revealing our assumptions for reevaluation
- Seeing all sides of an issue

Dialogue

The free flow of meaning between two



or more



people.

Why Dialogue?

- We give up the goal of trying to convince others or staying silent to avoid conflict, and focus instead on contributing to a shared pool of meaning.
- We take responsibility for getting all of the meaning into a shared pool – including that of those who disagree with us.

What Happens When a Conversation Starts to Go Bad and not Effective?

Savage Chickens

by Doug Savage



www.savagechickens.com

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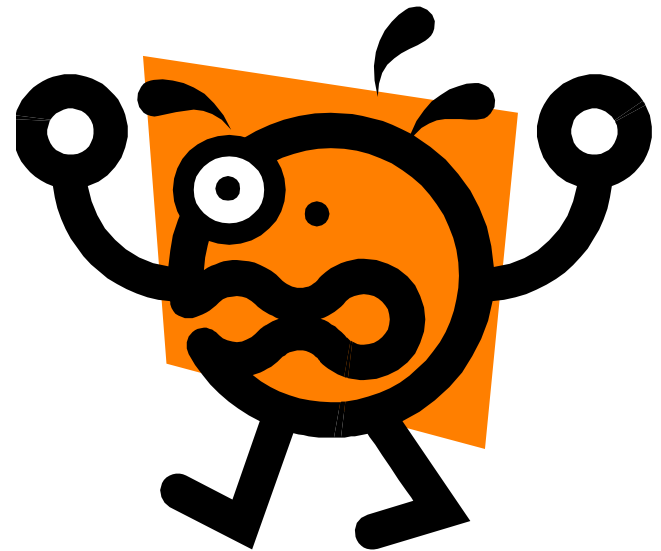
Wilma Alvarado-Little, MA, MSW

Help! I'm Stuck!

- What do you do when you keep having the same conversations over and over again with no results, or
- You have different conversations with no results and no change.

Help! I'm Stuck!

- Step out of *content*.
- Observe the *process*.
- Seek *Mutual Respect*.
- Seek *Mutual Purpose*.



Where are you stuck?

- Poor effort
- Awful Meetings
- Diversity Issues
- Authority Issues
- High Turnover
- Poor Teamwork
- Mistrust
- Persistently Poor Quality
- Over or Under Managing
- Stalled Change Effort
- Lack of Innovation
- Safety Problems
- Failure to Deliver
- Chronic Overtime

Additional Reasons

- Cultural reasons and its relationship to
 - Non verbal communication
 - Gestures
 - Tone of voice
 - Presentation of language
 - Authority figures
 - Organizational Hierarchy

Outcomes?

- Disconnects
- Confusion
- Misunderstandings
- Increased negative feelings
- **DANGER**

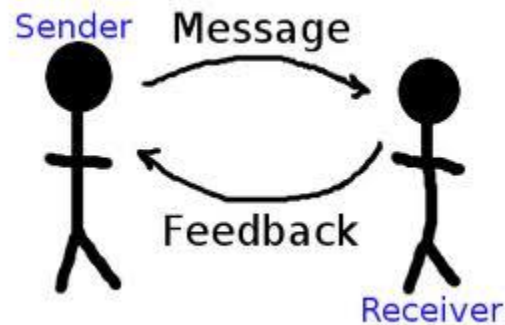
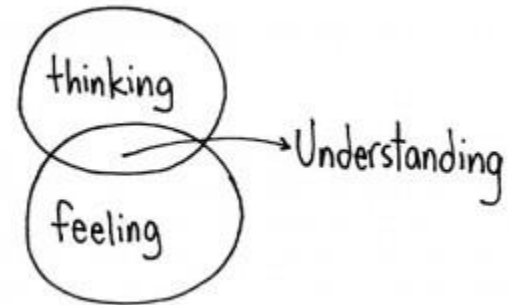


Outcomes?



What's the Story.....

THE STORY
SO FAR



Some things to consider when striving for effective communication

- Your understanding of the situation
- Past and present
- What it is?
- Safely having a discussion
- Describing the disconnect
- Motivation?
- Follow up and accountability
- Stay focused and flexible
- Next steps
- Agreement and follow up
- Putting it together
- The 12 “Yeah-Buts”

- Adapted from “Crucial Confrontations-Tools for resolving broken promises, violated expectations and bad behavior” Patterson, K.; Grenny, J; McMillan R.; Switzler, A. (2005)

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Let's



and



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When the trust account is high,
communication is easy, instant, and
effective.”

— Stephen R. Covey, *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change*

Thank you!!

**What questions do you
have?**

- Gregory Owens, LMSW
Macedonia Initiatives in
Community Development
Office: 518.489.4370
Mobile: 518.469.9127

- Wilma Alvarado-Little, MA MSW
AlvaradoLittle Consulting, LLC
Office: 773.301.6438
Fax: 518.207.1913
interpreter@walvarado-little.net