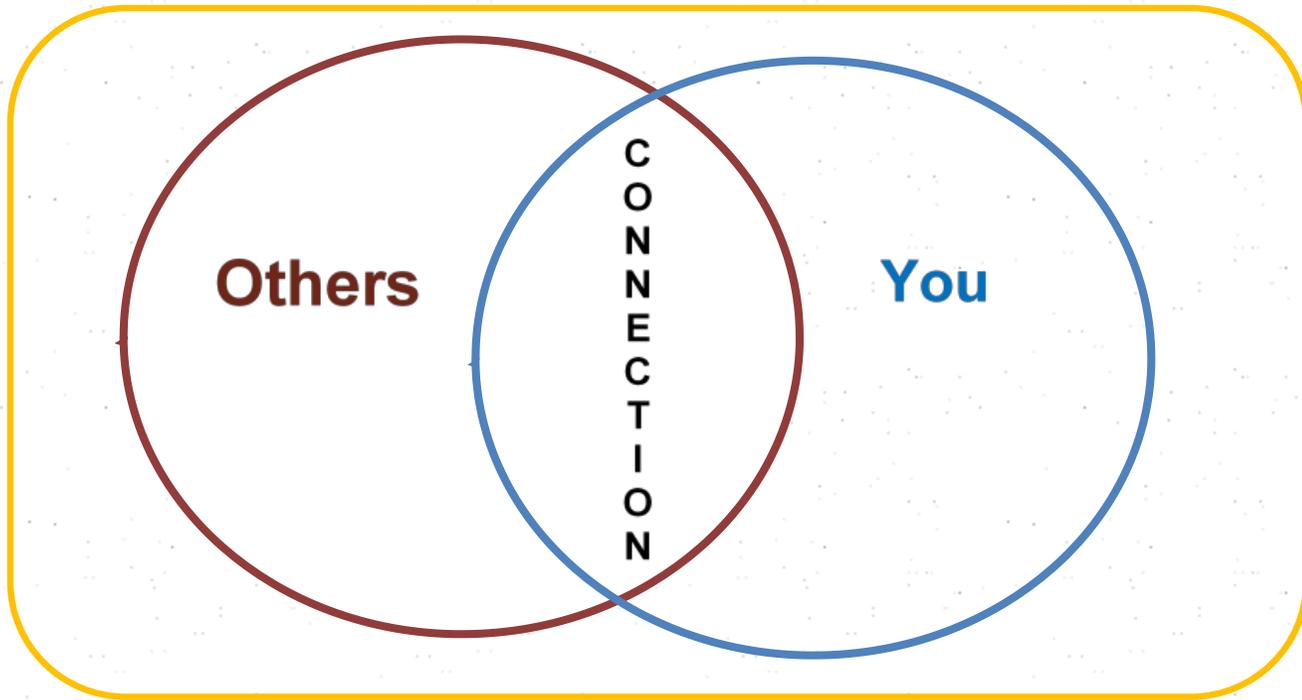


# Communication and Being Heard



You may need to:-

- Introduce yourself
- Say why you are there
- Explain why you wish to speak with / listen to this person

# Am I ready to negotiate?

Do I:

know what I want?

know why I want it?

feel ok about working co-operatively?

think I am able to listen to the other point of view?

have some ideas / strategies?

have a back-up if the negotiation is unsuccessful?

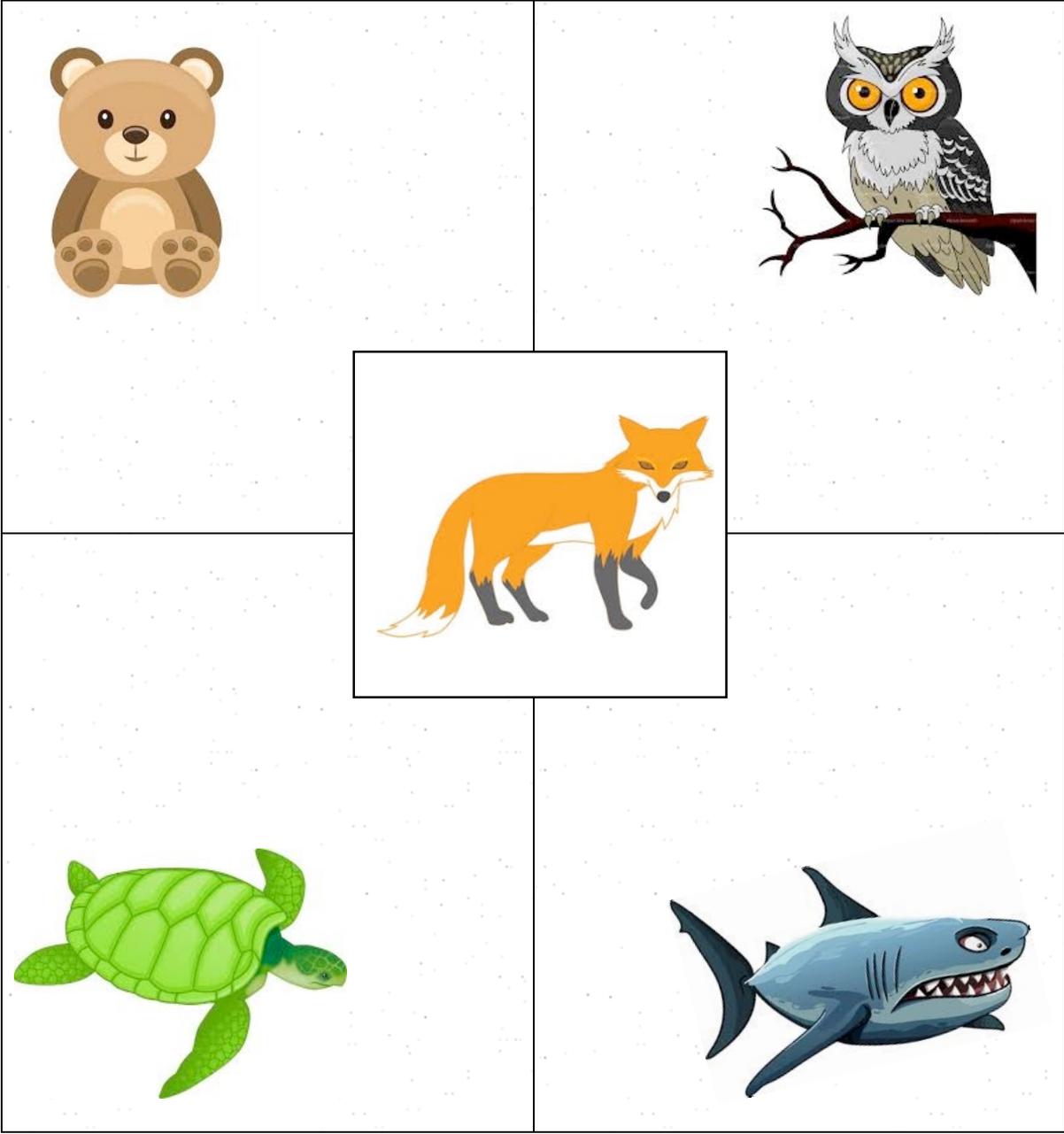


# Conflict...say, what?

Consider:

- Everyone is entitled to their perspective.
- Processes must create fairness.
- Respect should be seen and heard.
- Dealing with conflict should be safe and constructive.
- Effective resolution is possible when everyone is willing to clarify and resolve issues.
- There can be unity in diversity.





How do you manage conflict?

What do you turn into?

# Approaches to managing conflict

NEGOTIATION -find places of understanding and agreement. Develop a way to work together that is mutually helpful.

FACILITATION – assisting to build an agreed framework for safety, direction and expression.

MEDIATION - bringing in a “third person” (often an external person) to support but not make decisions on the outcome.

ARBITRATION - involving a “third person” who can listen to all of the points of view then make a decision about the next steps.



# Ways to mess things up....

Fear

- that a change will result in less than what is already in place

Mistrust

- things are not as they appear

Misunderstanding

- different ideas about what was meant/intended

Control issues

- attempting to control or dominate what is happening

Unwillingness

- closed to input from others or will not even consider altering behaviour/practices

Habit

- so used to fighting for what they believe in that permanent conflict is created

Transference

- shifting emotions and responses from one situation to another (without realising it).

# DESC

Bower and Bower

Sometimes, when trying to get our point of view across, we can get caught up in being defensive or getting lost in what is not working for us. Lets try a different way ...

## 4 sentences only!!

*Getting the message across:*

- D** Describe the situation you want to change
- E** Express (one emotion)
- S** Specify what you would like different
- C** Consequence- the positive outcome when the change has been made



**POSITIVE REFRAMING** taking a statement a person says and making it more positive.

It is a way for you to make suggestions without appearing to be telling people what they should be doing.

*STEP 1*            What exactly did you hear?

*STEP 2*            What is the message/feeling expressed?

*STEP 3*            What COULD the person/group be working towards?

*STEP 4*            How can we encourage the person/group from what we have heard?

*STEP 5*            Put together a 'reframe' i.e.  
a) a comment on what you have seen/heard.  
b) a possible new direction.  
c) some form of encouragement for making the change.

*STEP 6*            Present the 'reframe' to the individual/group as if it was what they had said.

