### Working Together

**The Foundations of Good Working Relationships**

- Trust
- Mutual Respect
- Mindfulness - Taking responsibility for your words and actions
- Diversity - Accept & welcome diverse people and opinions
- Open Communication: Better and more effective communication leads to richer relationships

* Adapted from CounselingRecovery.org

---

**Tips for Having Tough Conversations***

<table>
<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>DON’T</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Do go into the conversation ready and calm</td>
<td>Don’t talk it out when you are upset or stressed</td>
</tr>
<tr>
<td>Do hear the other person and without assuming</td>
<td>Don’t respond to every comment</td>
</tr>
<tr>
<td>Do keep the focus on one topic</td>
<td>Don’t bring up the past</td>
</tr>
<tr>
<td>Do practice “I” statements to avoid blame</td>
<td>Don’t focus on what they should be doing</td>
</tr>
<tr>
<td>Do validate what you agree with</td>
<td>Don’t assume feedback is wrong</td>
</tr>
<tr>
<td>Do focus on specific behavior not generalizations</td>
<td>Don’t attack character, address the problem</td>
</tr>
</tbody>
</table>

* Adapted from CounselingRecovery.org
Pause....

**Calmly** ask to speak to them privately:
- Allow them to save face
- Step outside, find a place to sit
- Go for a walk
- Meet for coffee

**Be clear** of the goal* of your conversation:
- Problem solve
- Express views and feelings

* if the goal is to “win,” the conflict will likely escalate

**Share** what situation upset you:
- When .... happened, I felt...
- I would appreciate it if...
- I thought you said....
- I would like it very much if....

**Listen** to the other perspective

**Problem solve:**
- What would help you to move forward
- Can we agree to...
- Can we agree to disagree
- Let’s be respectful

---

**How to Prepare**

- Be Open
- Assume positive intent
- Consider Perspective
- Be Receptive
- Listen

**How to Communicate**

- Listen without interrupting
- Show understanding of the problem
- Present your point of view
- Explain how you feel

**Affective Statements**

Example:
- I feel/am_____emotion__________
- When/that you_____behavior__________
- Focus on how you feel and how what happened has affected you

**Affective Questions**

- What happened?
- What did you think when you realized what happened?
- What have you thought about since?
- Who has been affected/impacted?
- What do you think needs to happen to make things right?

---

**How to be Solution Oriented**

- Be open to new information
- Be open to compromise
- Brainstorm possible solutions
- Implement the solution/plan