

Course Project: Part One - Gearing up for Communication

Instructions: Complete the work outlined below. You'll be focused on evaluating your current communication skills and identifying areas for potential improvement.

Rank the listed types of communication on a 1 to 10 scale — 1 meaning you feel “extremely uncomfortable” with that type of communication and never want to perform it, and 10 meaning that you feel “extremely comfortable” with that type of communication and can perform it with ease. If there is a type of communication you wish to improve on that isn't on the list, include it in one of the blank spaces below.

Type of Communication	Level of Comfort (1 to 10)
Giving critical feedback	1
Asking for critical feedback	1
Giving praise	5
Receiving praise	10
Confronting someone else's negative behavior	1
Acknowledging/addressing interpersonal conflict between me and another person	1
Acknowledging/addressing interpersonal conflict between other people	1
Asking for help	10
Admitting an error	8
Apologizing	10
Asking for an apology	1
Negotiating/asking for something for myself	1
Negotiating/asking for something on behalf of someone else	1
Breaking bad news to someone	1

Once you've identified your level of comfort with specific communication situations, consider the people you interact with in the workplace and your level of comfort with them. Specifically, consider how comfortable it is to have a courageous conversation with them.

List people that you are the least comfortable having difficult conversations with, then people that you are most comfortable having difficult conversations with. There are five spaces on each provided list but depending on the size of your team or organization, you can list more or fewer than that.

People with whom I am LEAST COMFORTABLE having difficult or courageous conversations

1. Danise
- 2.
- 3.
- 4.
- 5.

People with whom I am MOST COMFORTABLE having difficult or courageous conversations

1. Joe
2. Mindy
3. Nicole
- 4.
- 5.
- 6.
- 7.

Consider which low-comfort person listed above with whom to have a conversation that could have the potential to benefit your development and well-being. Choose one that you would like to engage in and answer the questions below.

An interaction or person that I would like to improve my communication with is:

Danise

An upcoming situation during which I can make this improvement is:

I have upcoming situations at random with Danise. They have improved greatly over time. I feel confident with communicating with her now.

Next, evaluate the trade-offs of the communication in the table below. Your evaluation should indicate the positive and negative of what you say “Yes” to and the costs and opportunities of what you say “No” when you perform an action.

Saying “Yes” to These Positives:		Saying “No” to These Costs:	
<ul style="list-style-type: none"> ● Getting geared up for a job search ● Allowing more distractions ● Stretching into new experiences 		<ul style="list-style-type: none"> ● Part time work ● Spending time reflecting ● Staying in a comfort zone 	
Also Saying “Yes” to These Negatives:		Also Saying “No” to These Opportunities:	
<ul style="list-style-type: none"> ● Finding full time work 		<ul style="list-style-type: none"> ● Letting go of current employer provided education 	

Course Project: Part Two - Managing Emotions in the Workplace

“Double click” is a tool for discovering the emotions you experience and tying them to root causes. It is akin to being on a website and “double clicking” something to learn more about it. When you double click, you look for related, deeper information than what was presented to you.

Instructions:

Use the “double click” method to explore three different strong emotions that you experience in the workplace. These emotions can all occur in the same day or over different days. Optimally, you will complete these exercises soon after you feel the strong emotions, but for the purposes of this project you can complete the exercises within a few days of feeling the emotions.

For each of the three different strong emotions you explore, you will note the date that you felt the emotion and the emotion itself. You’ll then “double click” on that emotion to explore it with more depth. This will be done by answering three primary questions about the emotion, resulting in identifying any underlying emotions in that primary strong emotion.

For example, you may feel angry that someone with a similar title and work output gets a promotion before you, and upon “double clicking” on that anger you find that you also feel sad. You’ll then repeat the “double click” method for the second emotion.

Emotion 1

Date: Nov 17th 2022

The strong emotion I feel is:
Isolation and frustration

What is causing this emotion right now?
Employee friction

Why is that the cause?
This is not a normal issue and never happens. I think it is a part of normal adjustment with other employees.

What other emotion am I feeling underneath this emotion?
Relief

What is causing this secondary emotion right now?
Expression of personal needs on the job

*Why is that the cause?
Mutual understanding with the other employee*

*What other emotions am I feeling underneath this secondary emotion?
Satisfaction*

Emotion 2

Date: Nov 22nd 2022

*The strong emotion I feel is:
Fear*

*What is causing this emotion right now?
Uncertainty and Anger*

*Why is that the cause?
An argument with opposition to my Horizon's concept and educational feasibility.*

*What other emotion am I feeling underneath this emotion?
Focus*

*What is causing this secondary emotion right now?
Academic and Therapeutic solutions*

*Why is that the cause?
Voluntary explorations and active solution seeking*

*What other emotions am I feeling underneath this secondary emotion?
Relief*

Emotion 3

Date: Past Date with Work Situation currently occurring at 11/27/22 2022

The strong emotion I feel is:
Argumentative

What is causing this emotion right now?
Confusion and Blindness

Why is that the cause?
Employees and employers not cooperating with management background with insubordination

What other emotion am I feeling underneath this emotion?
Dissatisfaction

What is causing this secondary emotion right now?
Complete disconnect with learning and management solutions with employers for feasibility of maturity of development processes

Why is that the cause?
Sponsoring university for education not participating to it's fullest capacity and capabilities leaving employers and employees without a beacon of appropriate leadership and legitimate examples on what to follow for solutions for the developmental headaches and trainwrecks.

What other emotions am I feeling underneath this secondary emotion?
Recooperation

Note: “Double clicking” can also be a useful metaphor for better understanding other people’s emotional drivers. The next time you are confronted with someone else’s anger, irritability, sadness, frustration, or other seemingly negative emotion, approach with a sense of curiosity. Observe carefully and ask powerful questions to better understand what the immediate emotional trigger is, and what might be “underneath” their response. What past experiences, beliefs, and assumptions might be contributing to their current emotional state? What do they fear? What do they want? Often, you will discover that what people *present* as the issue and what is *truly* the issue are two different things.

Course Project: Part Three - Examining your Feedback Culture

Instructions: The first step toward improving the feedback you give and receive is to examine your feedback culture. Answer the reflection questions below to get a sense of how feedback oriented your workplace culture is.

How often do you receive feedback at work? On a quarterly basis, plus intervals on the job that are random and check in.

What types of people do you receive feedback from (colleagues, managers, subordinates, etc.)? Managers

How often does that feedback follow models of effective feedback such as the SBI model? Every time.

How often have you been able to use the feedback you've received to benefit your growth in the workplace? Every time.

Next, prepare to solicit effective feedback from someone by answering the questions below. You will indicate a person (whether it's a manager, a team leader, a colleague, or a subordinate) that you would like to receive effective feedback from, outline the specific situation that you want the feedback to address, and identify an upcoming opportunity to solicit that feedback. If you don't have a readily available opportunity to ask for feedback like a one-on-one meeting, you can request a formal or informal meeting instead. Make sure that you choose a meeting or opportunity that you can complete before this project is due.

Someone that I would like to receive effective feedback from at work is:

Colleagues

The specific situation that I would like effective feedback on is:

Teamwork and cultural acceptance.

The person's relationship to the specified situation is:

Coworker

Within the next few days, an opportunity that I have to solicit this feedback is:

Informal and direction oriented feedback for responses to service duties and consumer interaction.

The next step is to act on soliciting this feedback. If your workplace does not have a strong culture of providing effective feedback, consider giving this person an overview of the type of effective feedback you hope to receive before they give it to you. You can use models like the SBI model to help.

When you act on soliciting this feedback, use your knowledge of workplace communication to create an optimal environment. This means controlling your environment to minimize distractions and create a space where you and the person giving you feedback are comfortable having a courageous conversation. A level of discomfort in this situation is normal, especially if your workplace does not have an established culture of effective feedback.

After you receive the effective feedback, answer the reflection questions below.

How did it feel to receive feedback from this person?

Feedback that comes from colleagues is great but hard to process do to collaborative communication obstacles such as interference form outside sources in contact with the colleague during a busy workday.

Was their feedback effective? Why or why not? Feedback can be ineffective because of the eternal communication interference. However, quarterly contact for feedback is very effective and supervision on the sales floor that coaches, supports and can provide feedback is a repetitive boost that gets through the noise.

How do you feel like your relationship with this person changed following their feedback to you? I think that the assurance that support from colleagues is available anytime and everyone is in a culture that helps is great!!

How could you improve this method of receiving feedback for next time? Could that extend into your larger team and/or organization over time? I think that a formal feedback system that can support colleagues could be a little inflexible and leaving the responsibility to supervisors to help flex and support on the floor at any time is a less

resource intensive structure and is currently working very well. Moving the idea up a level to supervisors with management peers is an area I am inexperienced with and curious about and think that that type of structure could be beneficial if necessary.

Course Project: Part Four - Leveraging a Conflict Situation to Improve an Outcome

Instructions:

Identify an Opportunity to Raise or Lower the Heat

Begin practicing this process by considering situations you are already involved with in the workplace. These conflicts can be large or small, between two people or entire teams.

Brainstorm a list of three or more situations you're currently involved with that might benefit from raising the heat. Raising the heat means that team members would: have a greater sense of urgency; experience more motivation to change; and/or more rigorously debate ideas.

Situations That May Benefit From Raising the Heat

1. The upcoming situation involves process for litigation with a state university with federal civil assistance in a progressive outcome that is iterative involving the public, the government, the state university, and patron. The context puts the patron in a difficult situation that is adverse to the patrons rights while allowing the state university to cloak assets pertaining to the matter and avoid disclosure of facts regarding the problems that are persistent and damaging. This has effected projects across the board for the patron including career, entrepreneurship, personal projects, mental health, and life in general.
2. Previous situations in the workplace involve insubordinate cashiers not obeying authority during absence of the primary supervisor. I think instead of overlooking the problem continuously that the general manger should be notified and the problematic employees should be adjusted for the continuous misbehavior.
- 3.

Then brainstorm a list of three or more situations you're currently involved with that might benefit from lowering the heat. Lowering the heat means that team members: feel less tension, pressure, and/or anxiety; experience less conflict; and/or have a greater sense of direction or clarity.

Situations That May Benefit From Lowering the Heat

1. Holiday rush sales are over with and there will be a easier tempo for the time being. The need for a sense of urgency is over with fast paced business so operations can cool off.
- 2.
- 3.

Select just one of the situations listed above that you think would most benefit from a change in temperature. Describe why you think it would be useful to raise or lower the level of stress and conflict in this situation.

The situation I believe will most benefit from a change in temperature is:

The upcoming situation involves process for litigation with a state university with federal civil assistance in a progressive outcome that is iterative involving the public, the government, the state university, and patron. The context puts the patron in a difficult situation that is adverse to the patrons rights while allowing the state university to cloak assets pertaining to the matter and avoid disclosure of facts regarding the problems that are persistent and damaging.

It will be useful to raise/lower the level of conflict in this situation because:

I think an outcome from this situation is merited and is well overdue after being ignored for the past twenty years. I think that individuals responsible for the outcome should be recognized for their contribution to the negative problems derived from the management that has occurred this way, which means being held accountable.

Establish Your Sphere of Influence

Once you've identified this situation, you need to establish your sphere of influence. This is the level of influence that you as a team member or a team leader have in a situation. Even if you are not a leader in a situation, you still have a sphere of influence and an opportunity to raise or lower the heat of a conflict.

Working within your chosen situation, what actions could you possibly take to change the temperature? Brainstorm a list of three or more potential actions you can take. There is no limit to the amount of actions you can brainstorm.

1. I think that when encountering leadership from the university in this situation that receiving assistance from the federal government in the form of civil assistance would certainly be influential in increasing the temperature on an influential scale from authority that matters.
2. Exercising my constitution to utilize media outlets to benefit my position of mental recognition instead of being silenced would be a beneficial position to take to help build team recognition of the problem that is currently an outlier and needs attention to garner team involvement and traction moving forward.
3. Increasing my visibility as a leader by making accomplishments with the team to develop charisma to lead and attract support for my accomplishments and further my agenda for Horizons and Aspiring Professional that inspire the team to come together and cooperate for a productive good.

Select at least one (or more) of the actions you brainstormed to act upon. Use that information to fill out a brief action plan below.

Conflict Adjustment Action Plan

Conflict	<p>Restate the conflict you are trying to raise or lower the heat of.</p> <p>The upcoming situation involves process for litigation with a state university with federal civil assistance in a progressive outcome that is iterative involving the public, the government, the state university, and patron. The context puts the patron in a difficult situation that is adverse to the patrons rights while allowing the state university to cloak assets pertaining to the matter and avoid disclosure of facts regarding the problems that are persistent and damaging.</p>
Action(s)	<p>List the action(s) you will take to raise or lower the heat of the conflict.</p> <div style="border: 1px solid #4F81BD; padding: 10px; margin: 10px 0;"> <ol style="list-style-type: none"> 1. Exercising my constitution to utilize media outlets to benefit my position of mental recognition instead of being silenced would be a beneficial position to take to help build team recognition of the problem that is currently an outlier and needs attention to garner team involvement and traction moving forward. </div>
Timeline	<p>When will you implement the action(s)?</p> <p>I think implementation of the actions will be cooperative with resources that progress in the conversation with the team split into litigants to produce a productive conversation about how to achieve benefits that move the situation forward can begin to occur with the benefits provided from a support network. This will make the process gradual and ongoing and require time. However, I believe that operating within the US Justice System that expedience is a process that is guaranteed and can help resolve this issue in a more current format than a twenty year exposure process. With this type of process moving forward I think the team will be hands on at moving productive assets into management processes that can create real solutions that are</p>

	satisfactory, create happiness, build new business and technology, create personal solutions for the team that have been effected by problematic treatment, and resolve crippling issues with productivity.
Goals	<p>What are your goals for the action(s) you choose?</p> <p>I would like to advance my ability to service the team by establishing a aerospace and defense firm called Horizons. A productive conversation to move my CPA career further ahead with the split team than it's current status would be beneficial to achieve goals of independence. I would also like to advance my ability for personal projects to move forward and not be hindered by opposing legal assets unjustifiably that cause damage.</p>

Assess the Impact

Once you complete your action plan, fill out the reflection questions below.

Were you successful in changing the dynamic of the situation to either add or remove some of the heat?

Thus far the issue has been difficult to adjust the opposition in the split team. There is lack of cooperation and arguments that prevent the process from moving forward.

If so, what was the impact? If not, why do you think it was unsuccessful?

I think it was unsuccessful to move the opposition in the direction I desired thus far by attempting to turn up the heat because of the problems caused by the opposition in the split team being uncooperative to the point where there could be stonewalls, manipulation of legal assets, lack of honesty, communication interference and intrusion into privacy to stymie progress on the issue.

Apply your insights to future situations that you commonly face. Generally speaking, what role might you have in regulating the temperature of future situations in your workplace?

I think that being ignored for your ability to exercise your own judgment and having your authority perverted needs to be dealt with immediately by forces of supercity over the team members that cause such issues. Waiting for a feasible outcome that you cannot control will never deliver any solution that is feasible for you or bring any goals into alignment for your agenda.

