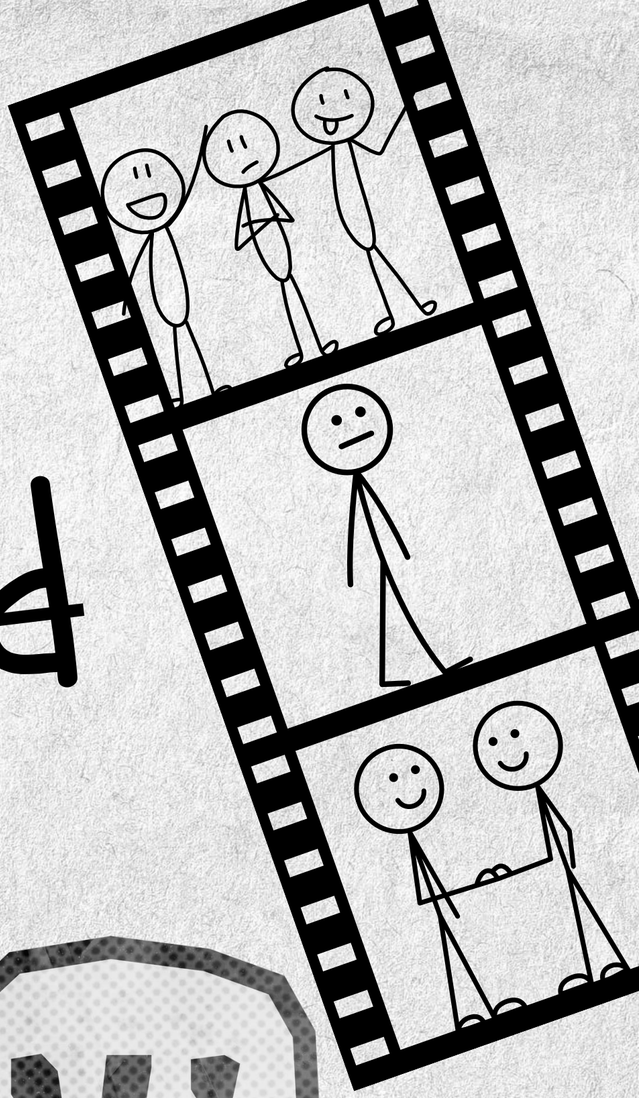
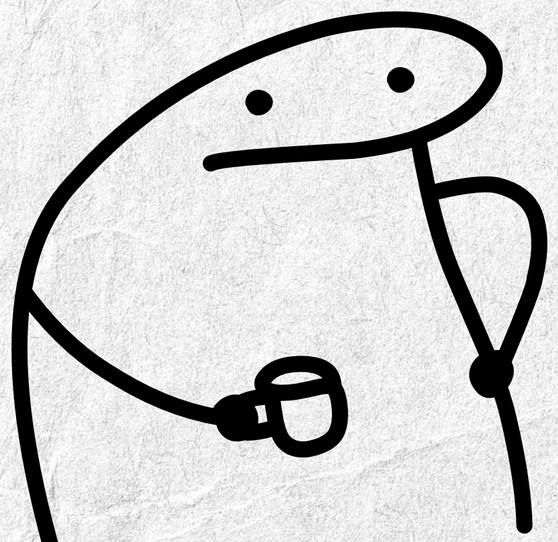
PRESENTATION BY LISA KOCIOLEK

Well... THIS is ~~Akwrad~~ AWKWARD.





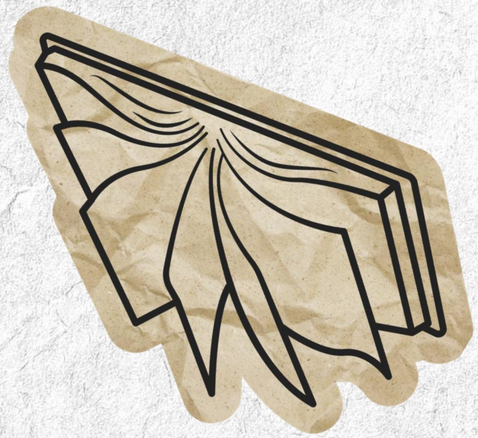


I read 3 books, now I'm an ~~exspurt~~ EXPERT...



Crucial Conversations

by: Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, and Emily Gregory (3rd ed.)



Set Boundaries, Find Peace

by: Nedra Glover Tawwab

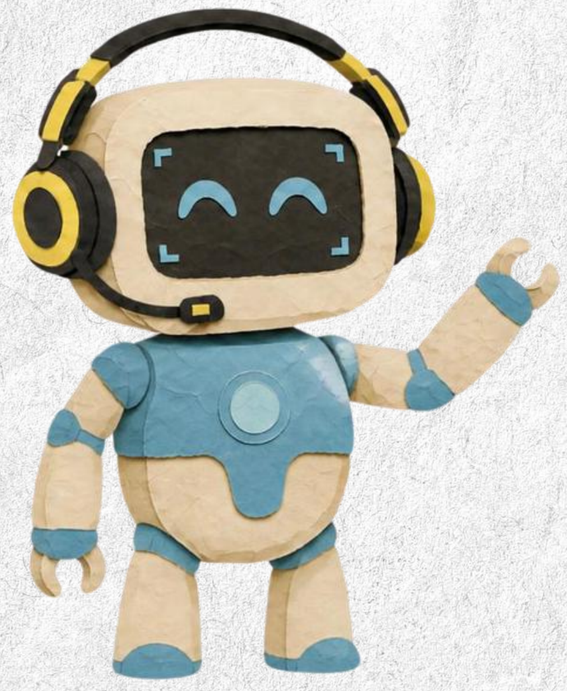


Thanks for the Feedback

by: Douglas Stone and Sheila Heen



A Tale of Two Trainees



THE DAY I LEARNED THAT FEEBACK COULD REALLY STINK.






The Year
was 2016...
86
PINK

The Smelly Truth

9-1-1 Calls feel easier than having tough conversations, but they don't HAVE to be.



IS THAT ME?!

THAT'S GOTTA BE YOU!



CLEARING THE AIR





The Stories We Tell Ourselves

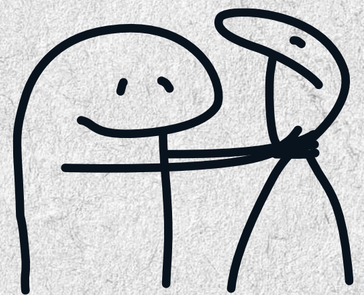




"You message your supervisor asking an important question... They left you on read."

"Your work bestie walks right past you without saying hello..."

"You're explaining a new procedure to some coworkers and one rolls their eyes..."

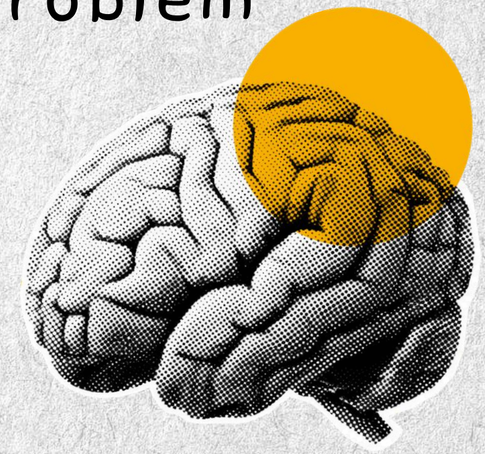


In Reality

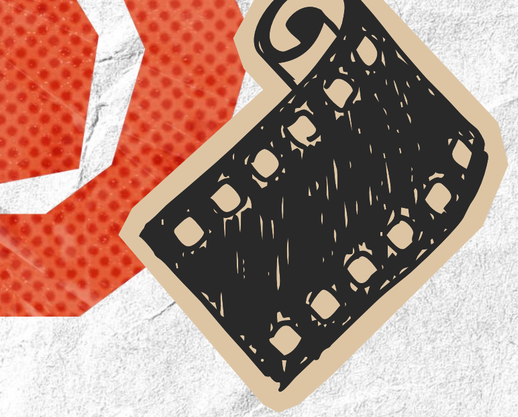


- We Fill in the Blanks
- We Treat Assumptions as Facts
- Our Stories Influence Our Reactions
- Our Reactions Can Create the Problem We Assume Existed





The Roles We Play





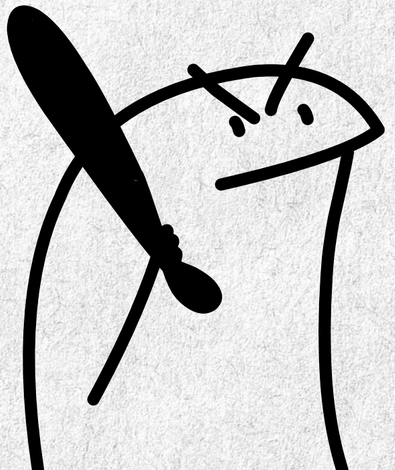
The Victim

“I didn’t do anything wrong. Why am I always the one getting treated this way?”



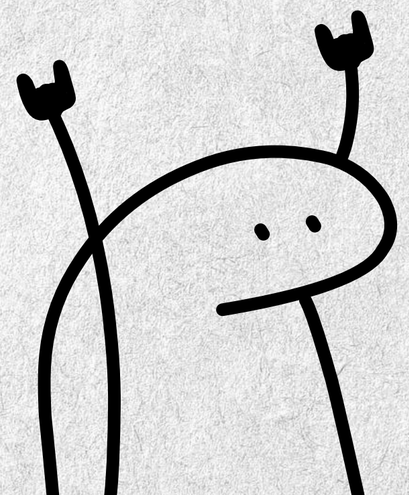
The Villain

“They knew exactly what they were doing. They’re just trying to make my life miserable.”



The Helpless

“What’s the point of saying anything? Nothing I do is going to change it.”



"The Fool's Choice"



We convince ourselves that we only have two options: speak up and risk the relationship, or stay silent and avoid the conflict.

Adapted from Crucial Conversations: Tools for Talking When Stakes Are High, 3rd ed. (2022).

01

Speak Up & Risk the Relationship

"If I say something, they're going to get defensive. It's just going to turn into an argument."

02

Stay Silent & Keep the Peace

"It's not worth the confrontation. I'll just deal with it, even though I'm frustrated."

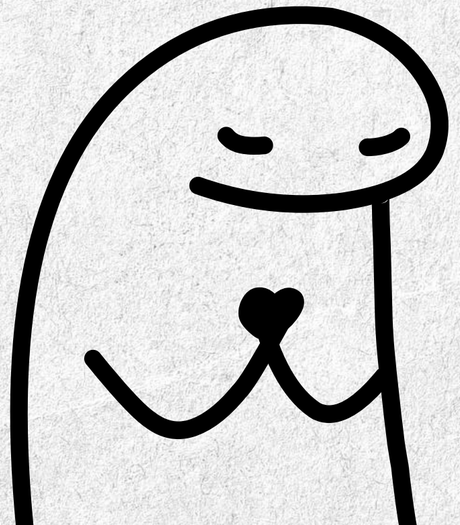
But Wait!

THERE'S MORE!



You can be honest AND respectful.

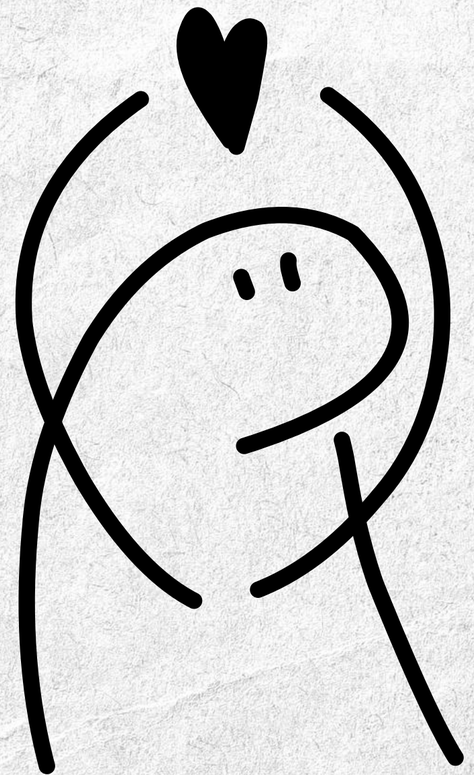
You don't have to choose between addressing the problem and preserving the relationship.



You can set boundaries AND Maintain Relationships

Someone being uncomfortable with your boundaries doesn't automatically mean you've done something wrong either.

But I Meant ~~Good~~ Well!



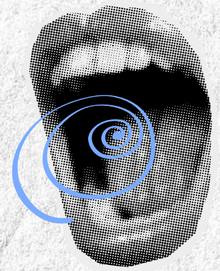
Intentions aren't Impact

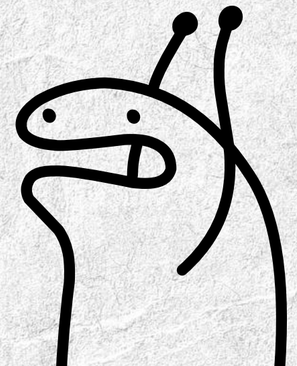
Perception is Personal

Acknowledge the Impact

It's not you, it's me.











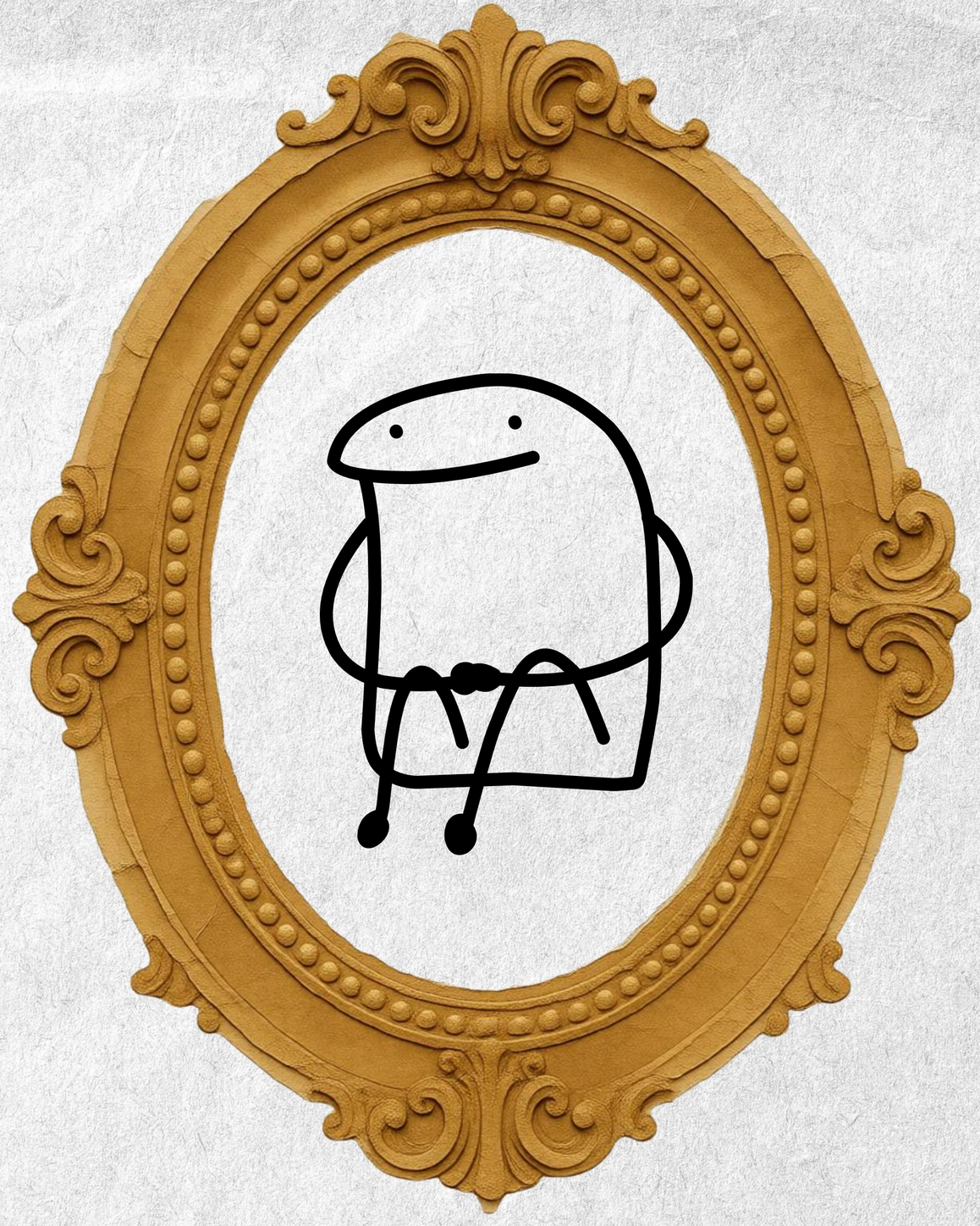


Recognize Your Patterns

- Conflict Avoidance
- Defensiveness
- People Pleasing
- Overexplaining
- Making Assumptions

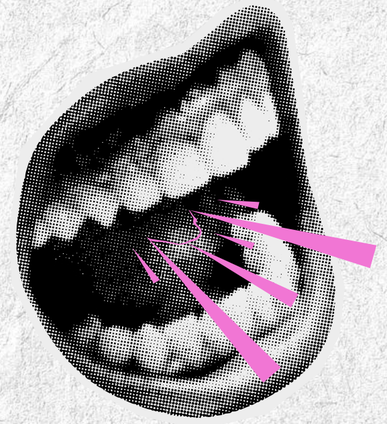
Own What's Yours

Taking responsibility for your role in a difficult situation doesn't mean accepting all the blame. Acknowledge your mistakes, recognize what you could have done differently, and adjust your approach moving forward. You can take ownership of your behavior without taking responsibility for someone else's choices or reactions.

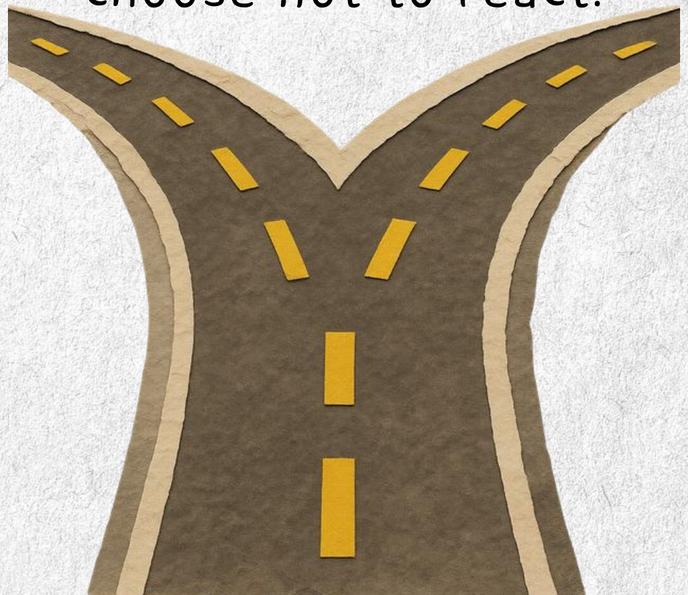


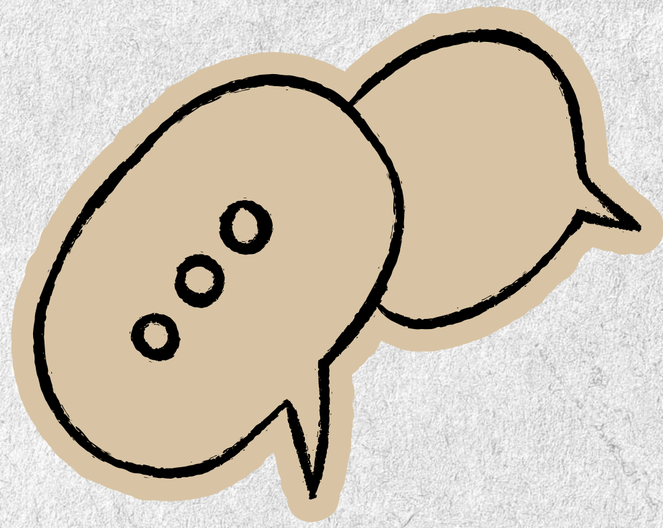
Conversations are a 2-Way Street

Everyone brings their own stories into the equation from BOTH sides. You can't control what the other person says or does, but you can be aware of the potential causes of their reactions and choose not to react.









How to Not be Awkward



SBI-I Model

Communicate the concern clearly without assuming intentions.

Recognize Switchtracking

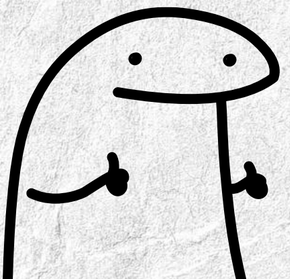
Recognize when conversations shift and keep both concerns from getting lost.

Clarify Before you Defend

Seek understanding BEFORE responding or explaining yourself.

Know When to Pause

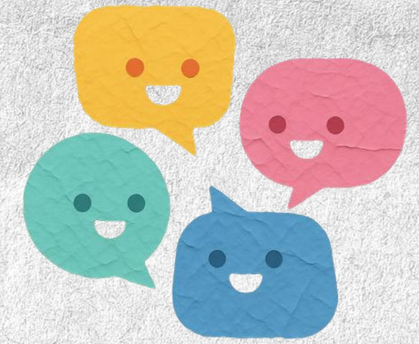
Recognize when emotions interfere with communication and take time to reset.

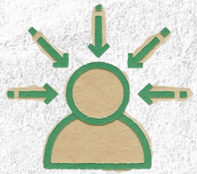




The SBI-I Model











Impact

Explain how the behavior affected others,

Intent

Ask about the intent- get clarification

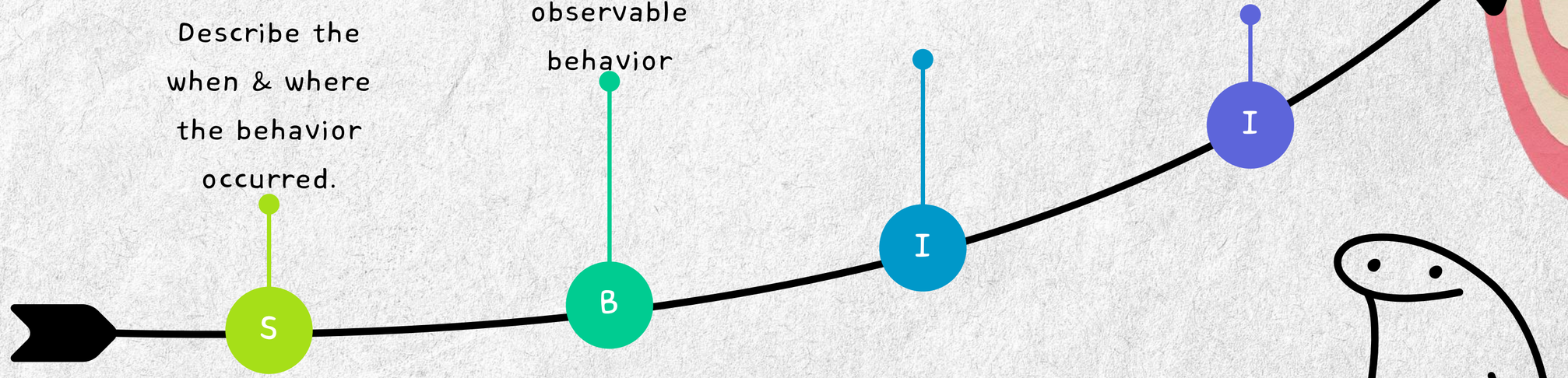
Behavior

Describe the specific, observable behavior



Situation

Describe the when & where the behavior occurred.



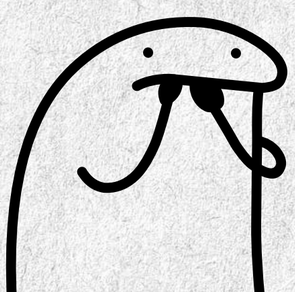
Scenario: Hot Call Tensions

You are the call-taker taking a high-priority incident.

The dispatcher yells out,

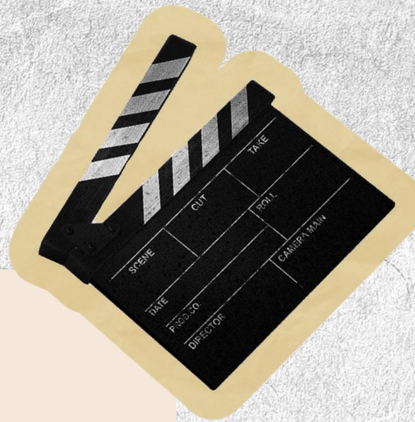
“ARE YOU SERIOUS WITH THESE CAD COMMENTS??

GET A FREAKING DESCRIPTION ALREADY!”



SBI-I in Action







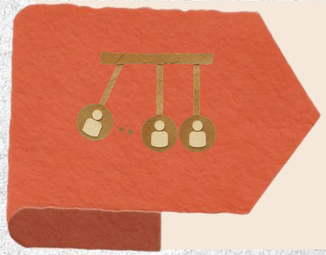
Situation During that shooting call earlier...



Behavior you raised your voice and said, “are you serious with these CAD comments, get a freaking description already”



Intent I know things were moving quickly, what was happening on your end? (Listen to response.)



Impact When you said that from across the room, I felt embarassed, and I was hesitant to speak with you afterward.

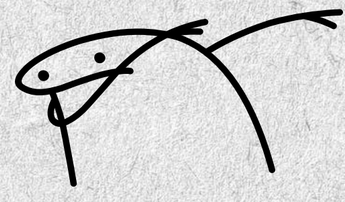




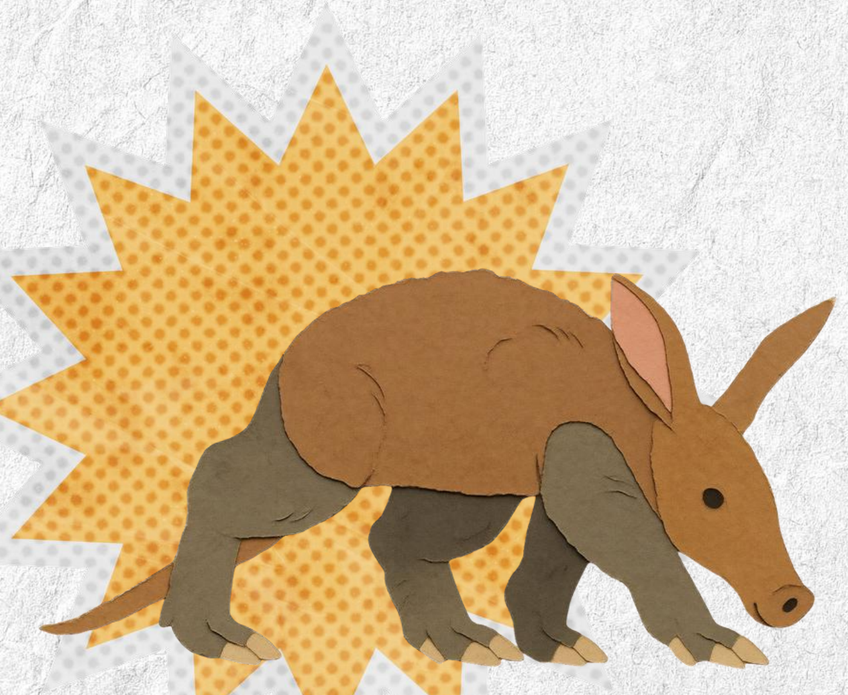
Let's Try it Out!



- GRAB A PARTNER
- INTRODUCE YOURSELF SO IT'S LESS WEIRD
- EACH PERSON GETS A SCENARIO
- USE THE SBI-I MODEL TO TALK IT OUT
- TRADE!
- WE'LL TALK ABOUT IT



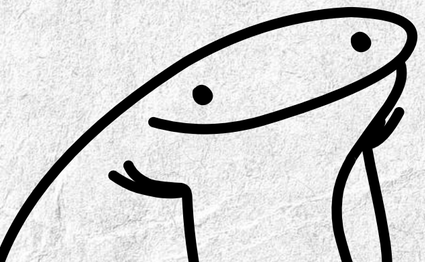
Let's Get ~~ardvark~~ AWKWARD!



- GRAB YOUR PARTNER!
- NOT LIKE THAT!
- NEW SCENARIO
- YOUR PARTNER GETS A CHARACTER
- TRADE LIKE IT'S YOUR SCHOOL LUNCH!
- WE'LL TALK MORE... BECAUSE... TALKING.

Take a Bow!

YOU ARE NO LONGER AWKWARD!!!!!



THANK YOU FOR JOINING ME!

Will you be my friend?

E-mail

Lisa.Real911@outlook.com

LinkedIn

www.linkedin.com/in/lisa-kociolek

What'd ya think?