

# Breaking Communication Barriers to Foster Positive Engagement

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30 June 2021



# Let's Discuss Respect

- What does respect mean to you?
- How do you show respect?
- How do you like to be shown respect?
- What should people be mindful of when demonstrating respect?

# Structured Communication

## Positions vs. Interests



# Positions vs. Interests

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- The foundation of good problem solving has members communicating real goals, concerns & underlying issues – known as *interests*
- Positions and interests are **not** the same
- Positions are surface conclusions
- Interests are the underlying factors that contribute to a position
- After a position is stated, **ask neutral follow-up questions** to reveal underlying interests – more on this coming up

# Position vs. Interest

The vast majority of stakeholders have MORE THAN ONE underlying interest → means that you have space for creativity in finding consensus solutions

It is essential to **ASK QUESTIONS** that dig deeper than the member's position statement → this is where you find underlying interests – interests can be goals/issues/concerns and they motivate behavior

Example: You and I are going to dinner

**I will not eat Italian food for dinner.**

Gluten allergy

Out of budget

Favorite Italian restaurant recently closed

Had Italian at lunch

Desire to make the meal short

# Structured Communication

Active Listening  
Emotional Intelligence  
Summarizing



Goal: To understand the speakers' position and to build trust



# Ask More Questions....



Addresses cultural miscommunication



Builds trust



Lowers frustration and builds sense of collaboration



# Emotional Intelligence

**Acknowledge your  
emotions**

**Identify emotions of  
the speaker**

**Use “I” statements;  
avoid “you”  
statements**

**Maintain a calm,  
neutral tone**

**Don’t take anything  
personally**

# Active Listening + Summarizing

## Active Listening

Ensure you identify ALL the speakers' relevant positions

Ask, ask, ask questions

Summarize: verbalizing your understanding of speaker's position

Use the speakers phrasing where possible & ensure speaker agrees with your summary



# Why Summarize?

Builds trust

Ensures alignment of goals & objectives

Speaker feels understood

Builds structure around the  
dialogue

# In the Virtual Space

Even more essential to:

- Ask open-ended, clarifying questions
- Verbalize understanding
- Use your camera

The goal isn't agreement, it is **UNDERSTANDING**

# Final Thoughts

- The Multistakeholder Model is built upon hearing a myriad of voices – *understanding is the goal*
- Everyone is encouraged to share their thoughts and points of view
- Utilize active listening, emotional intelligence and summarizing tools to help facilitate constructive dialogues
- Expect the same from others in return
- Ask more questions – uncover interests that motivate positions



## Breaking Communication Barriers

- 1 scenario and 15 minutes
- Google doc with the scenario will be shared in the breakout room
- You can select your room - no more than 8 people per room, please
- Breakout rooms will automatically close, bringing you back to the main room to continue the webinar