Breaking Communication Barriers to Foster Positive Engagement

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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 we mindful of when demonstrating respect?



Structured Communication

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Positions vs. Interests



Positions vs. Interests

- The foundation of good problem solving has members communicating real goals, concerns & underlying issues – known as *interests*
- Positions and interests are <u>not</u> 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

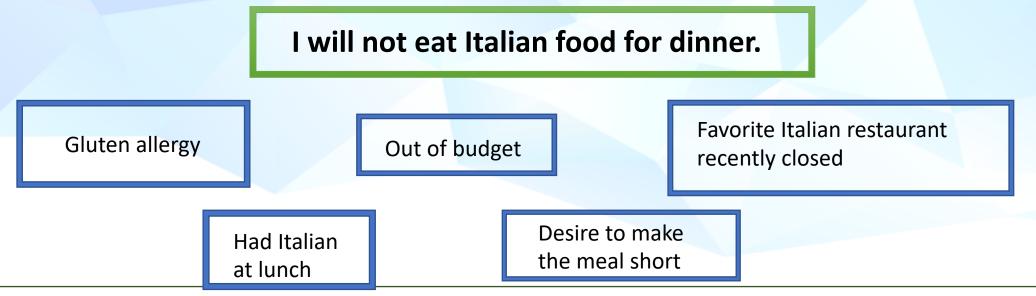


Position vs. Interest

The vast majority of stakeholders have MORE THAN ONE underlying interest \rightarrow 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 \rightarrow 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





Structured Communication

Active Listening Emotional Intelligence Summarizing



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



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Ask More Questions....



Addresses cultural miscommunication



Builds trust



Lowers frustration and builds sense of collaboration



Emotional Intelligence



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