

Intro to Workplace Conversations

Essential Webinar Series

Thursday, May 15, 2014
12pm-1pm

Siera: Learn. Teach. Inspire.
www.sieralearn.com
#IC101essential

SIERA
Learn • Teach • Inspire

Introduction to
practical ideas
that support workplace
and career success.

pat@sieralearn.com

SIERA
Learn • Teach • Inspire

Essential Series - Intro to Workplace Conversations
May 15, 2014

2

Why this series?

Essential webinars present
distilled versions of core ideas,
pulled from our favorite programs.

How people use it

- introduction
- review
- cheat sheet

SIERA
Learn • Teach • Inspire

Essential Series - Intro to Workplace Conversations
May 15, 2014

3

Why this series?


Essential webinars present distilled versions of core ideas, pulled from our favorite programs.

What it's good for

- workplace
- school
- lifelong learning

SIERA Essential Series - Intro to Workplace Conversations May 15, 2014 4

Interactive Icons



Time to take notes and participate in written exercises!

SIERA Essentials Series - Marketing 101 [month] [day], [year] 5

Introducing Pat

Forty years of workplace education
Interdisciplinary approach

Known for practical and good-humored programs

SIERA Essential Series - Intro to Workplace Conversations May 15, 2014 6

Agenda

- Framework for communication success
- Clean up your own act first
- Is it a personal or personnel issue?
- What workplace conversations have in common
- Co-workers, employees, bosses, customers, and vendors

SIERA
LEARN • TEACH • INSPIRE Essential Series - Intro to Workplace Conversations
May 15, 2014 7

Outcomes

- Lower the **drama** in your **workplace**.
- Resolve** problems quickly.
- Improve **productivity**.

SIERA
LEARN • TEACH • INSPIRE Essential Series - Intro to Workplace Conversations
May 15, 2014 8

The Big Secret

Great **conversations** are
a **two-way** street.

SIERA
LEARN • TEACH • INSPIRE Essential Series - Intro to Workplace Conversations
May 15, 2014 9

SECTION 1
**Framework for communication
success**

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014

10

**Transparency breeds
Trust and respect**

Time to listen and talk: management overhead

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014

11

A Healthy Culture

Chronic problems start at the top, but **that's no excuse.**

Enforce **existing policies** rather than create new ones.

Implement **simple and timely** grievance processes.

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014

12

Workplace Promises

The workplace is not **therapy, welfare, family,** or a **social club**: it is a workplace.

We have promises to fulfill with **each other,** our **employers,** and the **people we serve.**

We fulfill the promises by being **productive** and treating each other **civily.**

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 13

SECTION 2
Clean up your act first

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 14

**Start
fresh**

no grudges, moods, or feuds

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 15

**Stay Calm
and Focused**

Repair relationships first, if you can
Focus on what you want
Assume positive intention
One issue at a time
Create a dialogue: What does s/he want?

SIERA
S I E R A Essential Series - Intro to Workplace Conversations
May 15, 2014 16

The **Weird Mirror** Test

What do their annoying habits
say about you?

SIERA
S I E R A Essential Series - Intro to Workplace Conversations
May 15, 2014 17

The **Weird Mirror** Test

What concerns you about the behavior
of others
is often what bugs them the most
about you.

SIERA
S I E R A Essential Series - Intro to Workplace Conversations
May 15, 2014 18

The **Weird Mirror** Test

How other people treat you is often the same as they feel you are treating them.

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014

19

SECTION 3
Is it a personal or personnel issue?

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014

20

Is It A Personal Issue?

- Does not impact customers?
- Does not affect other people's work?
- Done on one's own time?
- Doesn't have to do with productivity?
- More likely to be intangible?

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014

21

Is It A Personnel Issue?

In the job description?
Affects productivity? Mission? Customer?
Measured or described?
Reflects work rules?
Breaks the law?

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 22

Call for 
Help?

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 23

SECTION 4
What workplace
conversations
have in common

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 24

The Five Conversations

- Co-workers
- Employees
- Bosses
- Customers
- Vendors

SIERA
LEARN • TEACH • INSPIRE Essential Series - Intro to Workplace Conversations
May 15, 2014 25


**What
all the time
works
respect**

SIERA
LEARN • TEACH • INSPIRE Essential Series - Intro to Workplace Conversations
May 15, 2014 26

**What
all the time
works
empathy**

SIERA
LEARN • TEACH • INSPIRE Essential Series - Intro to Workplace Conversations
May 15, 2014 27

No blaming
blaming
Take personal responsibility



SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 28

What They Have In Common

Describe, don't interpret: no mind-reading
One issue at a time: no laundry lists
Be precise: no ambiguity or nuances
Be concrete: no abstractions
Stay civil: "unconditionally constructive"

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 29

SECTION 5
**Coworkers, employees,
bosses, customers,
and vendors**

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 30

Co-Worker Conversations

Is it personal, or personnel?
Have you invested in the positive first?
Does it improve the relationship?
Does it improve the situation?
Is it worth bringing in a third party?

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 31

Employee Conversations

Stay specific; stick to personnel issues
Say what you want: focus on the future
Make it a dialogue: equal time
Document, document, document
When does the clock start ticking?

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 32

Boss Conversations

Understand the boss' bigger picture
Always provide documentation
Stay brief and focused
Bring a solution. Bring three.
Follow through on your end

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 33

Customer Conversations

Where does your money come from?
You are not the center of their world
Solve their problem, and let them go
Pace: how fast
Space: how close

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 34

Vendor Conversations

Assume mistakes can be fixed
Praise them, and their employees
Be upfront about your limits
Paying promptly is a sign of respect
Move on before you are angry

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 35

Assignments

- 1 Try something different: Anything!
- 2 Ask for feedback about your impact
- 3 Ask for advice from great communicators
- 4 Make praise and gratitude your primary response.

SIERA Essential Series - Intro to Workplace Conversations
May 15, 2014 36

Resources

Becoming a Manager, Linda Hill
Discipline without Punishment, Dick Grote
Getting to Yes, Roger Fisher and William Ury
Don't Shoot the Dog, Karen Pryor
Learned Optimism, Martin Seligman

SIERA
S I E R A
S I E R A Essential Series - Intro to Workplace Conversations
May 15, 2014 37

Credits

Slide #	Attribution
1	Beverly 2009. Licensed under CC BY 2.0. This is an adaptation of the original work. www.flickr.com/photos/walkadog/3539738162
7	© Leif Smith 2013
16	Brian Dunnette 2006. Licensed under CC BY-SA 2.0. This is an adaptation of the original work. www.flickr.com/photos/bdunnette/163124998

SIERA
S I E R A
S I E R A Essential Series - Intro to Workplace Conversations
May 15, 2014 38

Credits

Slide #	Attribution
24	Mark Dumont 2014. Licensed under CC BY 2.0. This is an adaptation of the original work. www.flickr.com/photos/wcdumonts/11921992095
29	Chris Owens 2006. Licensed under CC BY 2.0. This is an adaptation of the original work. www.flickr.com/photos/shutter/105497713

SIERA
S I E R A
S I E R A Essential Series - Intro to Workplace Conversations
May 15, 2014 39

Connections

www.sieralearn.com

pat@sieralearn.com
Twitter: @sierlearnteach
LinkedIn: sierlearnteachinspire
Facebook: PatWagnerDenver
librarything.com: patternresearch

SIERA
Essential Series - Intro to Workplace Conversations
May 15, 2014 40
