



Building Healthy, Respectful Relationships

Adelaide University

Overview

- Recognising Healthy Relationships
- Communication principles
- Understanding individual differences
- Understanding and appreciating different styles and the ways individuals can communicate as a result
- Managing your own reactions
- Strategies for resolving conflict effectively
- Active listening skills
- Identify unhealthy relationships



Building Relationships

What does a Healthy Relationship look like?



Building Relationships

What does a Healthy Relationship look like?

- Trust
- Mutual respect
- Being mindful – taking responsibility for thoughts and actions.
- Welcoming diversity
- Open Communication






Communication is complex
But why???

... communication ...




Principles Of Communication

- Know “who” you are communicating with
- Know your purpose
- Know your topic
- Anticipate objections
- Present a well rounded picture
- Achieve credibility
- Follow through on what you say
- Communicate a little at a time
- Present information in several different ways
- Develop a practical useful way to get feedback
- Use multiple communication techniques



Elements of Communication


- Verbal – challenges when used on its own
- Non Verbal – instinctive interpretation
- Tone of Voice
- Multiple Meanings



Elements of Communication

Consider the different meanings based on which word is emphasised:

- I **didn't** say he borrowed my book
- I **didn't say** he borrowed my book
- I didn't **say** he borrowed my book
- I didn't say **he** borrowed my book
- I didn't say he **borrowed** my book
- I didn't say he borrowed **my** book
- I didn't say he borrowed my **book**



One Strategy to Enhance Communication - Understand Who You Are Communicating With

- We all have different behavioural styles?
- We can experience challenging or difficult behaviours in the work place or in our interpersonal relationships?
- We can understand and identifying the impact of stress on us and our staff.
- Understanding individual differences can enhance how you communicate.

What are your Staff Challenges?



Understanding the Differences in People



What Makes us DIFFERENT?



- Generational differences
- Gender
- Education
- Morals / values
- Religion
- Personal appearance
- Individual experiences
- Culture
- And so many more...



Personal Differences

Mindful and respectful of others cultural background, lifestyle choices and beliefs.

What to do:

- Be non-judgemental
- Communication style and phrasing



Generational Differences

Each generation has its own:

- Set of values
- Set of experiences and reference points
- View of authority, family, career and loyalty
- Expectations in relation to work life balance, training and development, work environment and managers



Behavioural Styles

Style Grid - Assessing your style and **understanding** others:

- Understand our **own behaviour** and that of others
- Appreciate that while **people are different**, everyone has a value, strengths and special qualities
- Helps to **understand** how **others** perceive you
- Useful for **understanding** self, team dynamics and interpersonal relationships



Behavioural Style Grid

Less Expressive

(Task Orientated)

ANALYSER

- Serious
- Well-organized
- Systematic
- Logical
- Reserved
- Factual

DIRECTOR

- Decisive
- Independent
- Efficient
- Intense
- Deliberate
- Achieving

RELATOR

- Co-operative
- Friendly
- Supportive
- Patient
- Relaxed
- Helpful

INFLUENCER

- Outgoing
- Enthusiastic
- Persuasive
- Humorous
- Gregarious
- Lively

More Expressive

(People Orientated)



Danger traits when overused

ANALYSER

- perfectionist - obsessive
- pessimistic - critical
- inflexible - stubborn
- tunnel-visioned
- change resistant
- ritualistic- reclusive

DIRECTOR

- aggressive - argumentative
- blunt - rude
- sarcastic - intimidating
- intolerant - judgmental
- domineering
- poor listener

RELATOR

- indecisive - self doubting
- non-assertive - withdrawn
- complainer
- hesitant
- insecure - dependent
- easily hurt
- over-zealous to please


INFLUENCER

- impulsive
- rebellious - hard to pin down
- lacks follow through
- disorganised - imprecise
- distracting - unfocused
- overly-dramatic
- not punctual



Analyser - Stress Traits

Causes of Stress	<ul style="list-style-type: none">• Criticism of work and ideas• imperfection
Under Pressure	<ul style="list-style-type: none">• Stubborn, inflexible and change resistant
Extreme Pressure	<ul style="list-style-type: none">• Avoids then autocratic
Approach	<ul style="list-style-type: none">• Go step by step, use facts, logic and structure




Director - Stress Traits

Causes of Stress	<ul style="list-style-type: none">• Challenges to their authority,• sloppy results
Under Pressure	<ul style="list-style-type: none">• Intimidating, rude, demanding, intolerant and tactless
Extreme Pressure	<ul style="list-style-type: none">• Autocratic then avoids
Approach	<ul style="list-style-type: none">• Support their goals, get to the point and be task orientated




Influencer - Stress Traits

Causes of Stress	<ul style="list-style-type: none">• Rejection• Stagnation and detailed work
Under Pressure	<ul style="list-style-type: none">• Impulsive, rebellious, unfocused, inaccurate and lacks follow through
Extreme Pressure	<ul style="list-style-type: none">• Attacks then concedes
Approach	<ul style="list-style-type: none">• Use flexibility, be enthusiastic, let them do the talking and use demonstrations



Relator - Stress Traits

Causes of Stress	<ul style="list-style-type: none">• Disharmony• Unplanned challenges
Under Pressure	<ul style="list-style-type: none">• Indecisive, clingy, withdrawn, complainer and non-assertive
Extreme Pressure	<ul style="list-style-type: none">• Concedes then attacks
Approach	<ul style="list-style-type: none">• Be casual and sincere, listen, slow down and set goals



Understanding who are we dealing with?

Understand the person:

- What **causes** them **stress**
- How they operate **under pressure**
- Their **background** and **needs**
- Identifying **changes** in emotional and behavioural responses
- Key to “**Win / Win**” communications



Effective Communication

WIN / WIN

I want what is fair for all of us
Win / Win is a mindset
Win / Win is a strategy
We consider all parties needs



Checklist for Clear Communication

- ✓ **Clear** – be clear about your goal and message
- ✓ **Concise** – Stick to the point and keep
- ✓ **Concrete** – Your message is solid and there are facts and details
- ✓ **Correct** – your communication fits your audience
- ✓ **Coherent** – It is logical and points are connected
- ✓ **Complete** – They have everything they need to be informed
- ✓ **Courteous** – Friendly, open and honest



Consider what other factors make us different?
Can these differences result in conflict?



What is *Conflict*?

- Conflict is neither inherently good nor bad, but is inevitable
- In dealing with conflict the critical issue is how it is managed
- Conflict is defined in terms of the effect it has on individuals and an organisation, social or family dynamic
- Consider
 - *functional conflict*
 - *dysfunctional conflict*



Dysfunctional Conflict

Causes:

- Tension, anxiety and stress
- Drives out low conflict tolerant people
- Reduced trust
- Poor decisions because of withheld or distorted information
- Excessive focus on attempting to resolve the conflict



Resolving Conflict

Consider 12 Skills of Conflict Resolution

1. Win/Win Approach
2. Creative responses
3. Empathy
4. Appropriate assertiveness
5. Power
6. Managing emotions



Resolving Conflict

Skills of Conflict Resolution (cont'd)

7. Willingness to resolve
8. Mapping the conflict
9. Designing the options
10. Introduction to negotiation
11. Introduction to mediation
12. Broadening perspectives



Resolving Conflict

Creative Response

- You can see conflict as an opportunity
- Can the solution lead to change with a better outcome for all?
- Will your confidence and positive approach affect the outcome?
- Consider the language you use
- Focus on objectives you and your team set



Resolving Conflict

Empathy

- Understand individual differences
- Difference between sympathy and empathy
- Stereotyping

Consider your Empathy Blockers!



Resolving Conflict

Active Listening

So **THEY** can **HEAR** what **THEY** are **SAYING**

- Active listening is a technique
- Encourage talking
- Direct focus and attention
- Label how they feel
- The verbalising and clarifying process is essential to moving forward



Resolving Conflict

Active listening is about:

- **Attentive Body Language** (Show involvement and attention, eye contact, non-distracting environment)
- **Following Skills** (friendly, interested "door openers", infrequent questions, attentive silences)
- **Reflecting Skills** (Paraphrase to check you have the facts straight, reflect not only content but feelings, summarise the major concerns)



Resolving Conflict

When to use Active Listening

- When its about **INFORMATION** – getting a clear picture
- When its about **AFFIRMATION** – affirming, acknowledging, exploring the problem
- When its about **INFLAMMATION** – responding to a complaint or attack on you.



What are your bad habits?

- ? Do I stop listening when I think I know the message the speaker is trying to convey?
- ? Do I find it difficult to listen to other' s views if they are different to mine?
- ? Do I start thinking of what I am going to say while the other person is still talking?
- ? Do I daydream when I should be listening?
- ? Do I block the other person out if I don't like them?



What are your bad habits

- ? Do I sometimes respond to others in a sarcastic or overly blunt way?
- ? Can I receive criticism without becoming defensive?
- ? Do I interrupt?
- ? Am I aware of what body language I am demonstrating?
- ? Do I avoid eye contact?



Active Listening

You are **NOT** listening to me when:

- You say you understand
- You say you have an answer to my problem before I've finished telling you the problem
- You finish my sentences for me
- You are dying to tell me something
- You tell me about your experiences, making mine seem unimportant
- You refuse my thanks by saying you really haven't done anything



Active Listening

You **ARE** listening to me when:

- You really try to understand me, even when I am not making much sense
- You grasp my point of view, even when it's against your sincere convictions
- You realise the hour I took from you has left you a bit tired and drained
- You allow me the dignity of making my own decisions, even though you think they may be wrong



Active Listening

You **ARE** listening to me when:

- You do not take my problem away from me, but allow me to deal with it in my own way
- You hold back the desire to give me good advice
- You give me enough room to discover what is happening for myself
- You accept my gratitude by telling me how good it makes you feel to know you have been helpful



Characteristics of People Who Communicate Effectively

- Confident communication style
- Listen more than they talk
- Ask and use conversational questions
- Speak in the context of the benefits to their listener
- Don't argue
- State facts - not subjective matter
- Have and use a sense of humour



Resolving Conflict

Appropriate Assertiveness

The skill of empathy is about hearing another person. The skill of assertiveness is about being heard – saying how it is for you so another person can hear it, but also understand it.



Resolving Conflict

Appropriate Assertiveness

Consider ways of communicating that annoy you:

- Being attacked
- Being blamed
- Not being given reasons
- Being told what to do.



Resolving Conflict

Appropriate Assertiveness

An "I" statement attempts to avoid these issues

The purpose of an "I" statement is to make a **clear, concise, clean** statement of your experience of an event in a way another person will hear and not feel the need to defend.



Resolving Conflict

'I' Statements

- When you..... (*neutral description*)
- I feel..... (*no blame*)
- Because I.....(*Your problem*)
- What I'd like is that.....(*no expectation*)



Resolving Conflict

Managing unwillingness to resolve in others:

- Discuss the benefits of resolving the situation
- **Explore blockers to further discussion**
- Divide the conflict-resolving process into smaller steps
- **Evaluate your part in the conflict**
- Consider your own resolution to the problem



Resolving Conflict

Negotiation:

HARD on the PROBLEM
SOFT on the PERSON



Unhealthy Relationships

What does an unhealthy relationship
look like?



Unhealthy Relationships



- Your personal growth can not flourish in the relationship
- You feel as if the life is being sucked out of you
- They don't "get it" that *it's not all your fault!*
- The conflict and arguments just keep popping up
- You feel the other person has power over you
- The negatives aren't turning positive
- You feel worse about yourself, not better
- The focus is always on helping the other person
- You lose yourself and your own identity



Building Healthy Relationships – Food for Thought

- Develop your People Skills
- Identify Your Relationship Needs
- Schedule Time to Build Relationships
- Appreciate Others
- Be Positive
- Manage Your Boundaries
- Avoid Gossiping
- Listen Actively



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