



Valuing Differences - Creating Unity

Self-Discovery
Communication Strategies
Conflict Navigation
Team Building

Participant Journal

“The single biggest problem in communication is
the illusion that it has taken place.”

~ George Bernard Shaw

My True Colors Spectrum:

My Power Combo:

My True Colors Spectrum A Colorful Visual

				24	Significance: I am all 4 colors. Effective communication often requires speaking in a color the other person can hear. Knowing my color spectrum is insight. Knowing when to flex it is skill. Polishing one of my colors to meet the current situation or interaction is a sign of flexibility and adaptability, not inauthenticity. My brightest color may be my comfort zone, but it should not become my only setting. The most effective communicators know when to polish one color and dim another.
				18	
				12	
				6	
				0	

Orange **Gold** **Green** **Blue**

ORANGEs I may know:

GOLDs I may know:

GREENs I may know:

BLUEs I may know:

Effective communication begins with ...

Notes on: Introverts:

Extraverts:

The Other Hand:

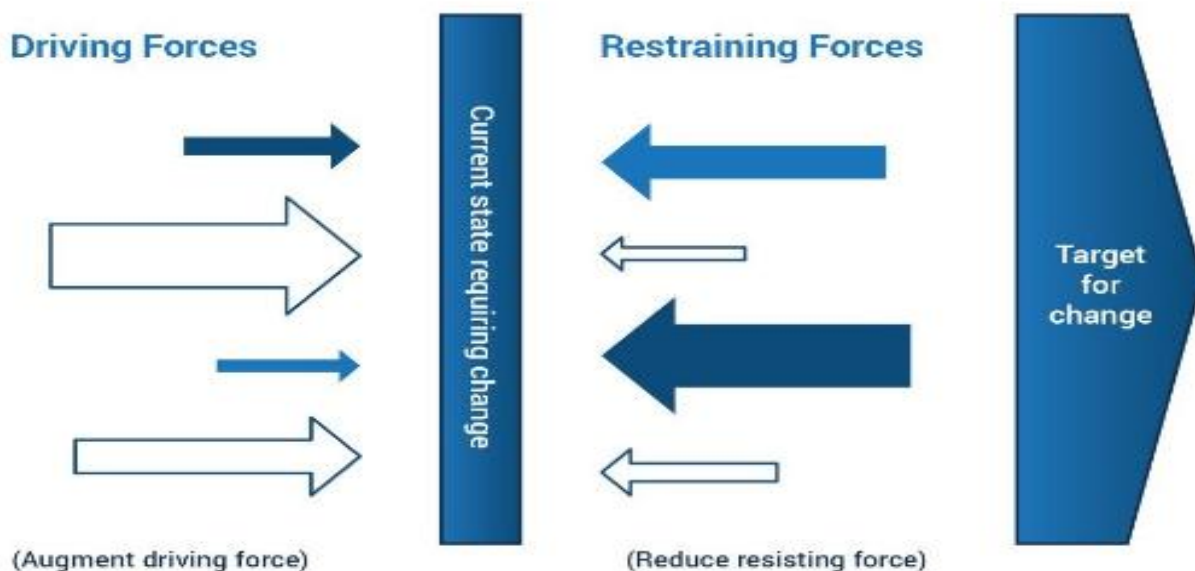
7 – 38 – 55 Rule:

Notes:

Is conflict good or bad?

The goal of the **Force Field Analysis** is to visualize the balance between opposing forces and develop strategies to **strengthen the driving forces** or **reduce the restraining forces**. The basic idea is that change occurs when the driving forces outweigh the restraining forces. This is all about understanding the reasoning behind the restraining forces, talking it through, and listening carefully. From there, we enter a space of strategizing or modifying our approach, compromising where possible, seeking consensus or at a minimum, acceptance.

Force field analysis (after Lewin, 1951)



Strategies for Navigating Conflict

Cool off and Regroup

- Take a deep breath
- Take a timeout
- Quiet yourself and relax
- Separate yourself if needed
- Write down your thoughts and feelings – this is very helpful in decompressing

Communicate Cooperatively

- Choose an environment that is favorable (neutral)
- Communicate the information in a way that will be heard – remember 7/38/55
- Use “I” messages; use the other person’s name whenever possible
- Communicate with a spirit of cooperation; be willing to modify or compromise

Listen Actively

- Relax
- Use paraphrasing to show you are tuned in
- Stay engaged, but allow for silence
- Ask questions when clarification is needed
- Suspend judgment; set your ego aside; practice humility; be vulnerable

Show Empathy

- Look for connections
- Show you understand (not necessarily agree)
- Listen...Actively...Really Listen

Reframe the Event

- Negative to positive
- Past to future
- Hostile to positive
- Individual interests to community interests
- Complaint to visionary
- Criticism to request

Problem Solve

- Define the problem
- Identify underlying factors / root causes
- Define impact on each party
- Identify common ground
- Brainstorm solutions

Courageous Conversations: A **courageous conversation** confronts a **difficult and uncomfortable** topic **strategically, compassionately, and with a desire to understand** what might be a different point of view. These situations are usually emotionally-charged and can be awkward and stressful. It takes a measure of **courage, openness, and authenticity** to approach and engage in a courageous conversation, but it's worth it. Courageous conversations **appreciate, honor, and respect** the True Colors of everyone involved. Courageous conversations can help move us forward and create positive outcomes.

Why are Courageous Conversations helpful?

1. Courageous Conversations can improve relationships
2. Courageous Conversations can reduce the number of conflicts
3. Courageous Conversations can improve physical health by reducing stress
4. Courageous Conversations can improve job performance by eliminating barriers and misunderstandings
5. Courageous Conversations can increase the likelihood of success
6. Courageous Conversations can heal damaged relationships

How can I engage in a Courageous Conversation?

1. Listen first to understand; be curious; resist the urge to say something before the other person has finished what is being said; listen actively
2. Be open, honest, and intentional to help move the conversation in the right direction
3. Put yourself in the other person's shoes; be prepared to get uncomfortable
4. Appreciate what others are feeling and thinking; your way may not be the only (or best) way
5. Honor and respect the views of others; consider ways you can modify or compromise
6. Speak in a respectful manner
7. Control your emotions; breathe; take a time out if needed
8. Seek common ground

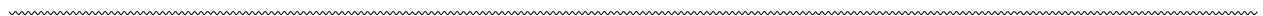
Notes:

Breakout Session – Team Building

Question #1: What happens when a team is missing one or more color perspectives? What strengths, questions, or viewpoints might be overlooked?

Question #2: How can you work more effectively with someone whose leading color is different from yours? What might you need to adjust in your pace, tone, level of detail, or approach?

Question #3: How can a team intentionally use its color diversity as a strength? Think about communication, decision-making, problem-solving, planning, and responding to change.



Stop:

Start:

Continue:

Thank you for participating in today's workshop!