



MODULE 3

THE RIGHT TOOL AT THE RIGHT TIME:
WHAT DIFFERENCE DOES “DIFFERENCE” MAKE?



Oregon State
University



**CONSOLIDATION: WHAT DO YOU REMEMBER
FROM LAST WEEK?**

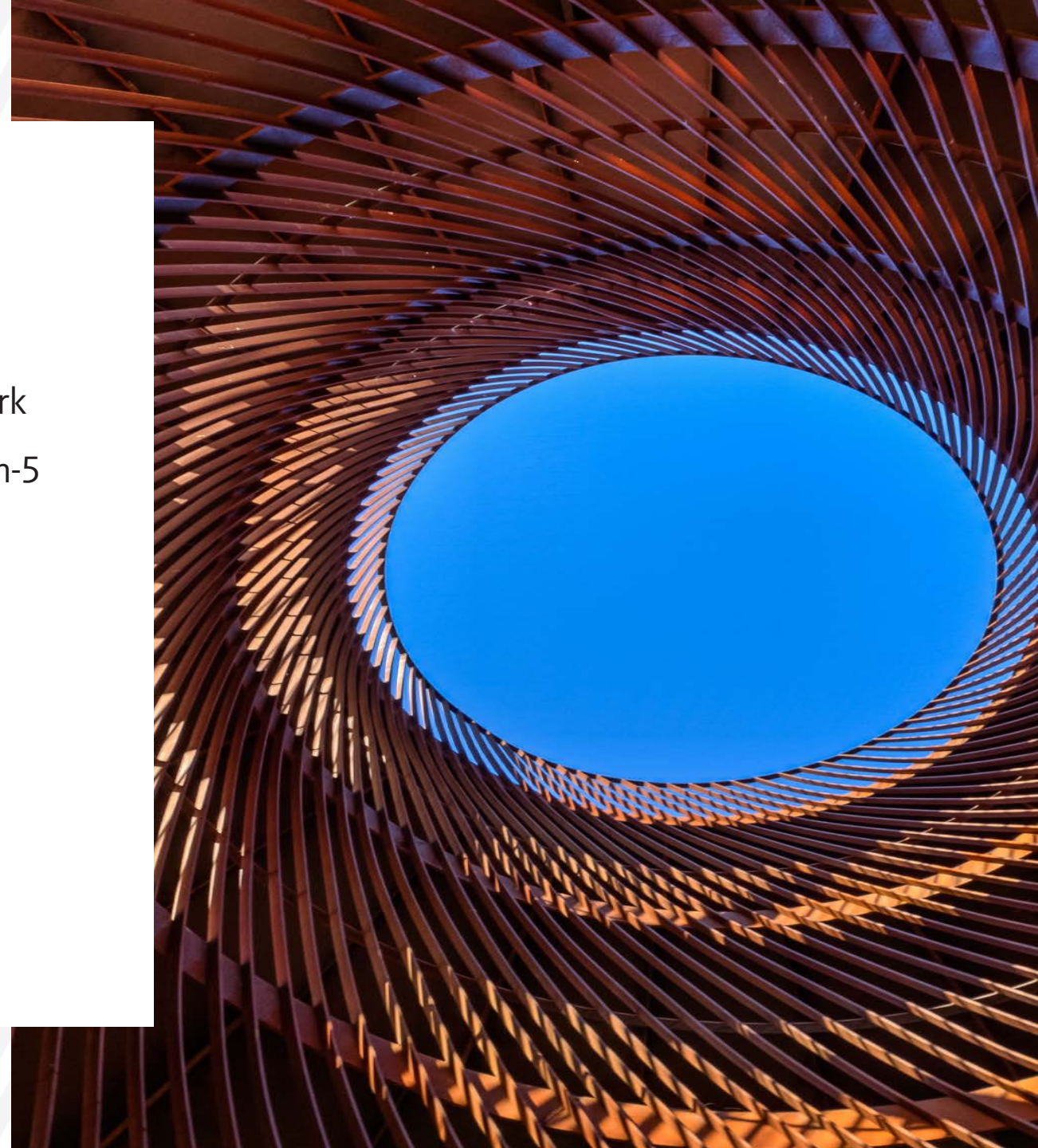


Goal

To critically think about each of the five key communication elements and apply them to work scenarios. We will focus on the external three High-5 elements: Negotiate, Collaborate and Cooperate.

Objective

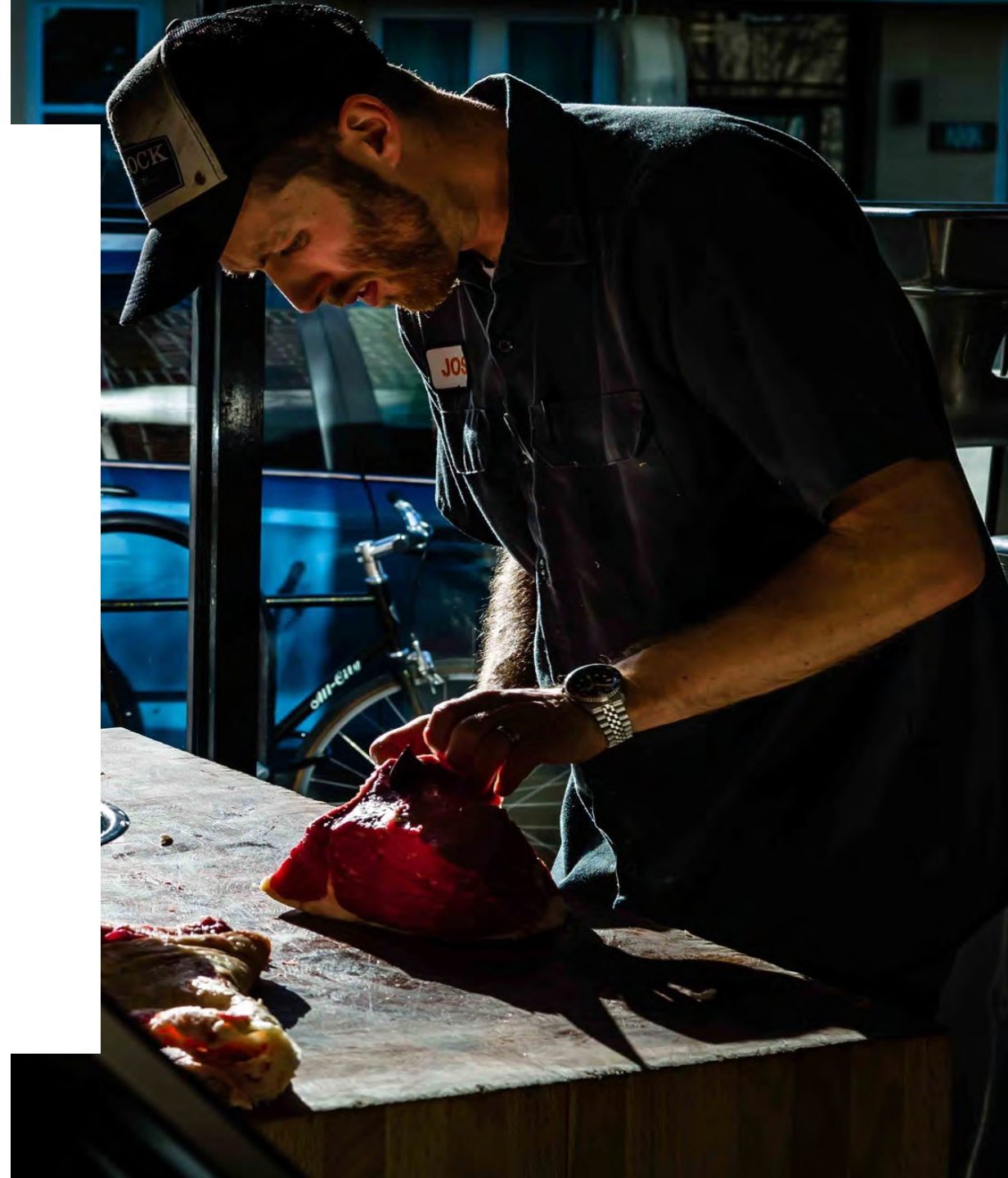
High-5 key element applicability in day-to-day work. Ability to apply and put into practice the High-5 communication skills.



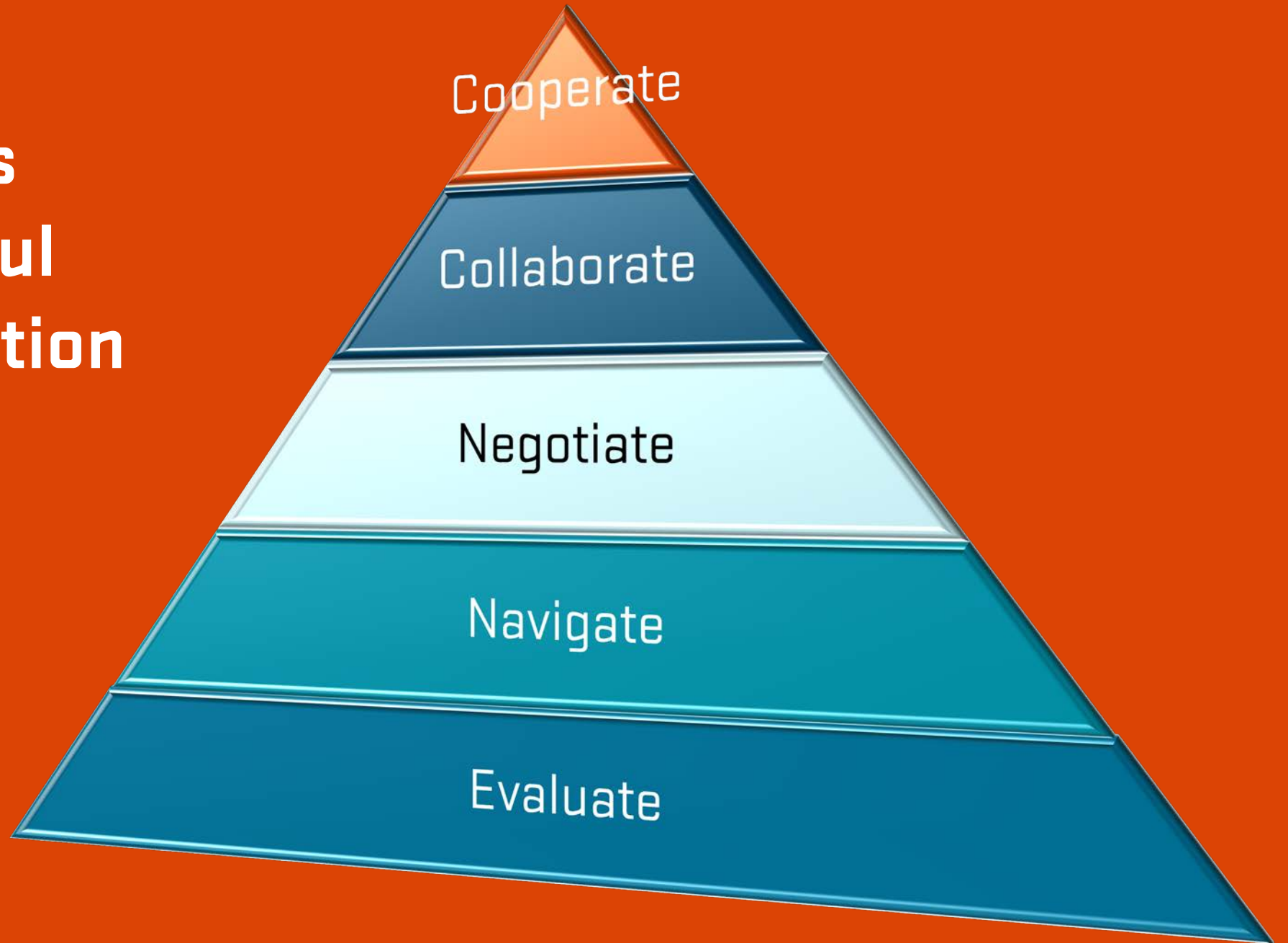


Group Engagement

- Speak from your own lived experiences
- Respectfully listen to differences
- Examine your own assumptions
- Approach conversations with curiosity while noticing any judgment or stereotypical thinking
- Listen for ways to enhance your cultural communication skills



Foundations of Successful Communication





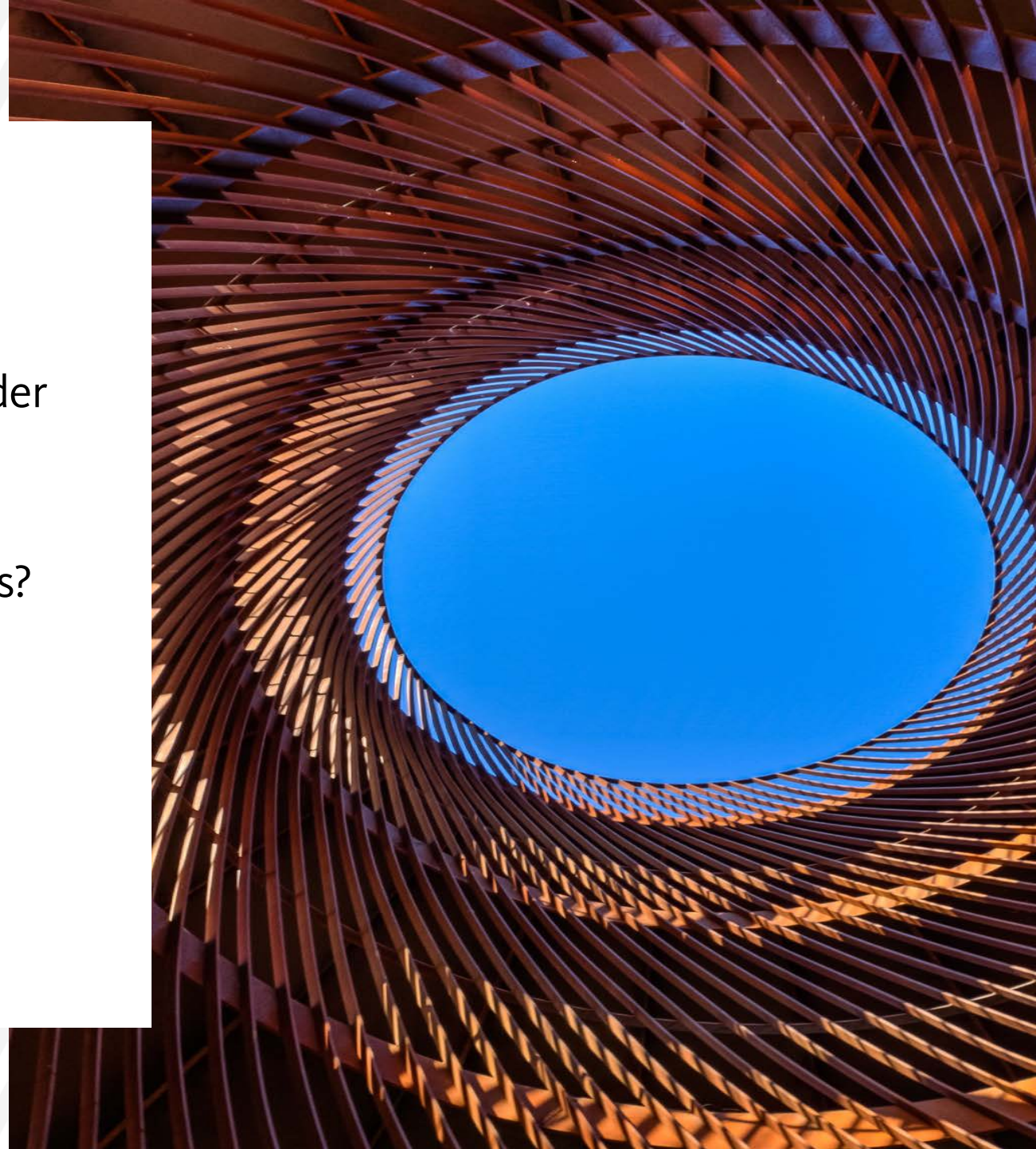
Evaluate

- Evaluate the situation. Careful not to make assumptions about: gender,
- ethnicity, class, race, sexual orientation, skills (team member may still be learning), etc.
- Formulate how to effectively respond to the differences within the team and seek to find common ground; listen for the possibility of similar or shared work and/ or lived experiences.





1. What is the issue?
2. What needs to be understood in order to address the issue?
3. Why is the issue significant to teams?
4. What is the ideal outcome?
5. What actions can be taken by team members to address the issue?





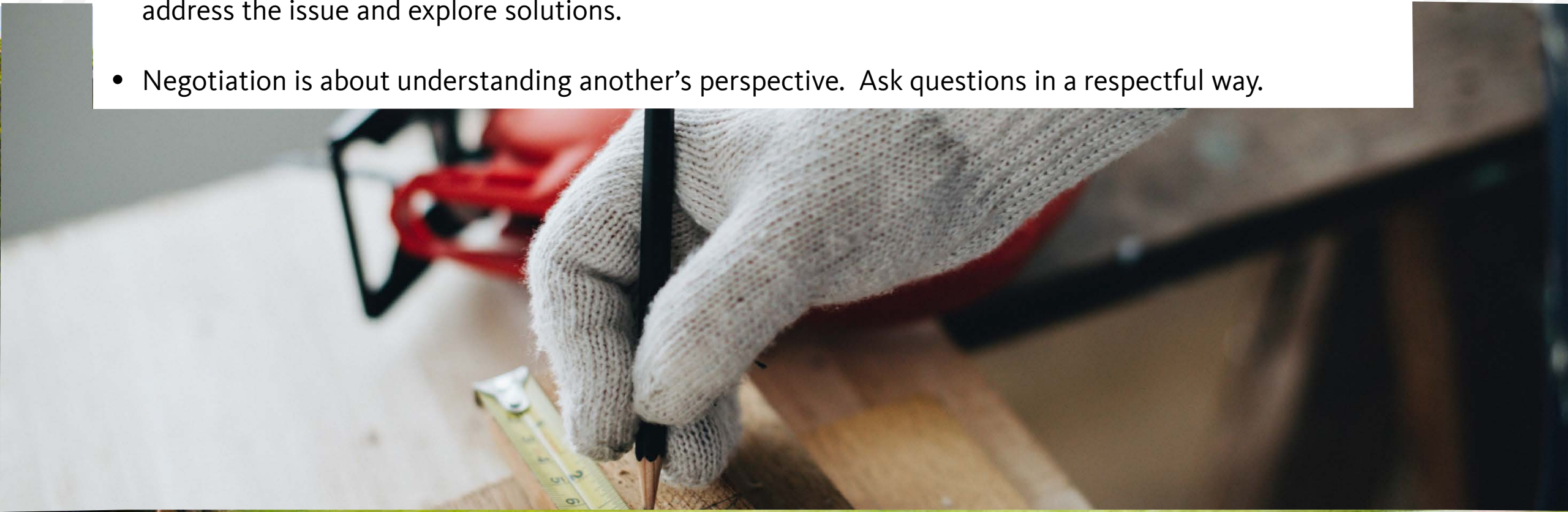
Navigate

- Have a plan or course of action to communicate with a diverse workforce. Adapt to various cultural circumstances and situations. Practice non-discriminatory communication skills. Examples:
- My plan is not to engage in demeaning talk toward a team member.
- My plan is to listen more carefully
- My plan is to pay attention to my assumptions.
- My plan is to interrupt derogatory communication



Negotiate

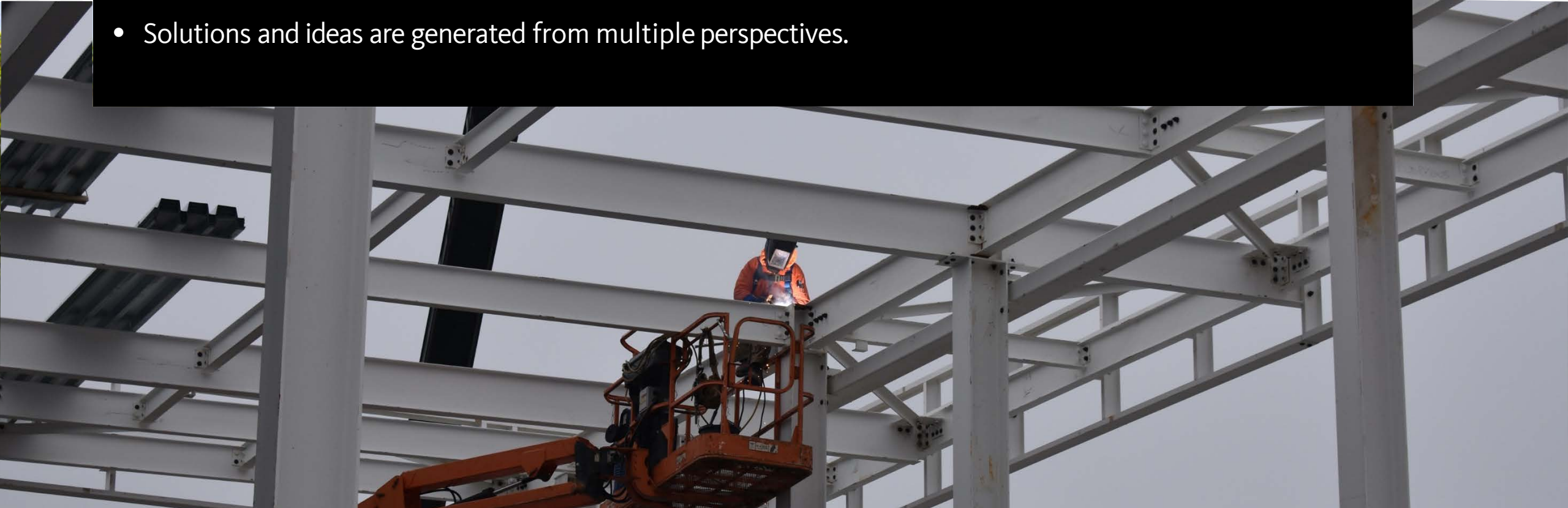
- Work it out: Come to terms and find a way over or through tense moments. Explore different communication paths.
- Ignoring and dismissing the situation may not improve the situation. When tensions arise safely* address the issue and explore solutions.
- Negotiation is about understanding another's perspective. Ask questions in a respectful way.



Collaborate

Work jointly, combine efforts and shift the team mindset to an '*all in it to win it*' approach. This requires a give-and-take mindset and an understanding there may be multiple ways to complete a task.

- Be open to different ways of getting the job done.
- Solutions and ideas are generated from multiple perspectives.



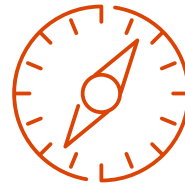


Cooperate

Cooperation requires a team work together safely, effectively, and productively – within a culture of trust.

- Honoring and respecting differences opens up channels of communication.
- Demonstrating inclusive practices and processes requires effective communication.
- Cooperation is about how team members operate (work, handle, manage) their tasks together, as a collective with an ‘all in it to win it’ attitude and approach.





**BREAKOUT GROUPS....
REPORT BACK**

A photograph of a red brick building with a person riding a yellow bicycle in the foreground. The building has a large wooden door and a set of steps. The person is wearing a dark jacket and a backpack. The bicycle is bright yellow. The background shows a brick wall with a window and some greenery.

“

Each group will be provided a different case scenario to discuss. Read and discuss the work scenario then as a group respond to the following questions.

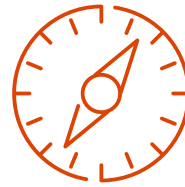
- How would you handle the situation?
- How would you apply CQ in your communication?
- Describe which High-5 communication elements you would consider applying in the way you would respond to the issue you are facing?

Evaluate, Navigate, Negotiate, Collaborate and Cooperate



- 1. Evaluate** – Check out the situation and positively assess each team member’s unique differences. Pay respectful attention to “differences”, as identified by the team member themselves – careful not to make assumptions about: gender, ethnicity, class, race, sexual orientation, degree of learned/applied skills, etc. Formulate how you will effectively respond to the differences within the team and seek to find common ground; listen for the possibility of similar or shared lived experiences.
- 2. Navigate** – To navigate is to take a course of action, plan, work through various circumstances and situations while acknowledging and recognized differences within team members. Practice non-discriminatory communication skills effectively. Understand the critical differences between being “tested” (rites of passage based on an apprentice’s learned skills) and/or being “targeted” (based on gender, sexual orientation, ethnicity, race, status, geographic birthplace, native tongue and language, age, etc.), as an apprentice is learning new skills.
- 3. Negotiate** – Work it out, come to terms (find a way over and through tense moments). Take the time to explore a different communication paths to maintain a working relationship. Negotiation requires active listening skills. Ask questions in a respectful way. If tensions arise a team member can ask, “What’s the issue?” Not – “What’s your problem?”
- 4. Collaborate** – Work jointly, combine efforts, team mindset, an “all in it to win it” approach. This requires a give-and-take approach. No one way is always right. Be open to different ways of getting the job done.
- 5. Cooperate** – Cooperation requires a team to work together safely, effectively, and productively – within a culture of trust. Honoring and respecting differences open up channels of communication. Demonstrating inclusive practices and processes requires effective communication skills. Cooperation is about how team members operate (work, handle, manage) their tasks together, as a collective with an “all in it to win it” attitude and approach.

Key Point: Practice using High 5 team tools with skill and precision. Like any tool, High 5 skills are mastered over time with use and practice.



**BREAKOUT GROUPS....
REPORT BACK**

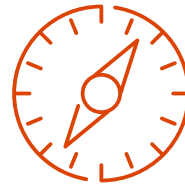
Why Being Respectful to your Coworkers is Good for Business
Christine Porath, TEDxUniversity of Nevada

TED

Ideas worth spreading

<https://www.youtube.com/watch?v=YY1ERM-NIBY>

Civility



**BREAKOUT GROUPS....
REPORT BACK**

Questions:

- What was surprising to you about the TED talk?
- Have you experience the effects of incivility?
- How does it feel like to be welcomed?
- Can you see a relationship between civility and effective communication?



**The best
communication
tools are awareness
of our own culture
and respect for
others.**

Activity: Where do you stand?

AGREE



NEUTRAL



DISAGREE



THANK YOU



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