



MODULE 3
THE RIGHT TOOL AT THE RIGHT TIME:
WHAT DIFFERENCE DOES "DIFFERENCE" MAKE?



Oregon State
University

Module 3: What Difference does "difference" make?



Engage your group by asking participants to name concepts or information from your prior session, if applicable.

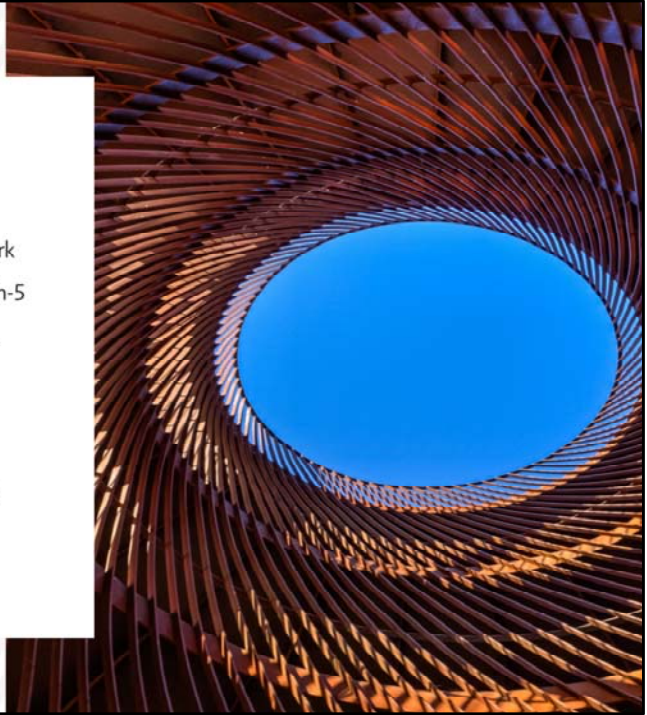


Goal

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.

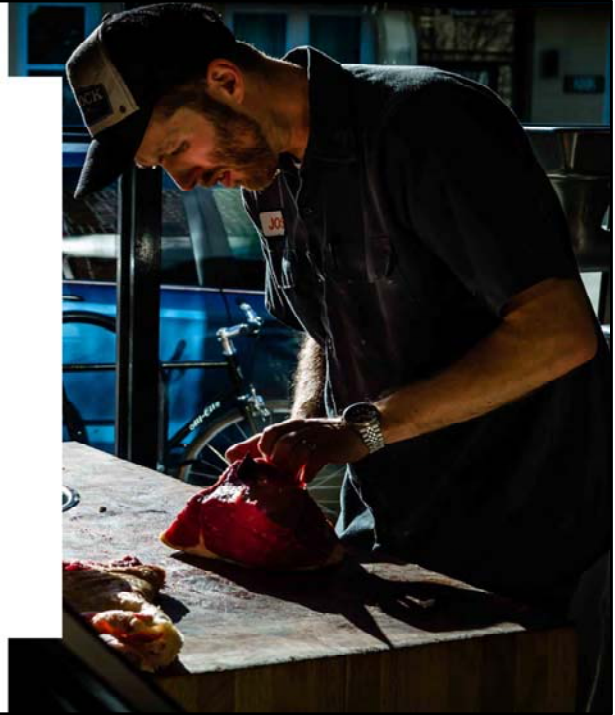


The first two High-5 elements focus on our inner minds while the last 3 address external factors.



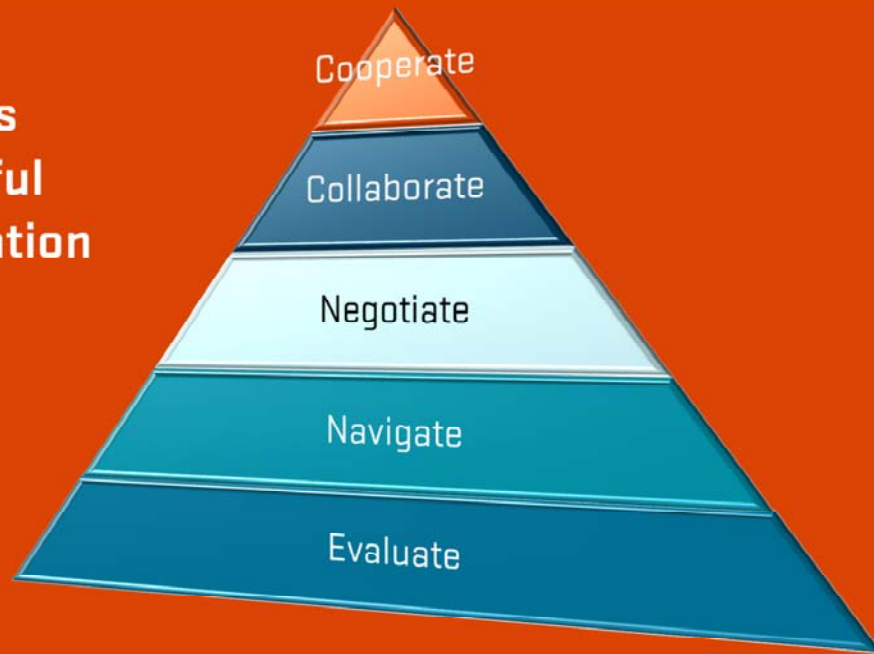
Group Engagement

- 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



Engage participants in a discussion by asking: *Do I always have to agree with the other people's worldviews?*


Foundations of Successful Communication



Consolidation:

It is important to note that, The High-5 Elements are the foundation for effective culturally intelligent teams, who communicate across difference. Please take time to discuss with workshop participants how each element of the pyramid is dependent on the other elements. For example, you can't get to co-operation without first evaluating the situation, navigating differences, negotiating and collaborating.

Reminder: The first 2 High-5 elements focus on our inner minds, while the last 3 are external.



Evaluate

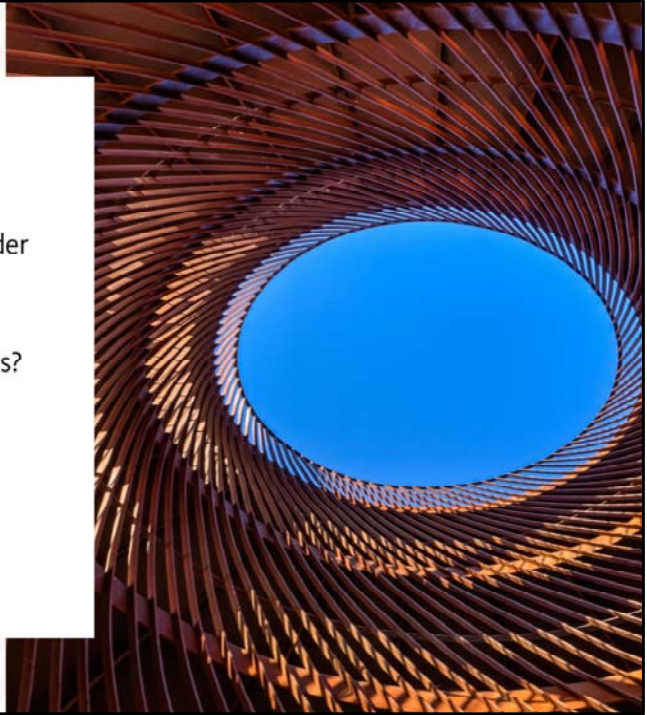
- Evaluate the situation. Careful not to make assumptions about: gender,
- ethnicity, class, race, sexual orientation, skills (team member may still be learning), etc.
- Formulate how to effectively respond to the differences within the team and seek to find common ground; listen for the possibility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

Instructor Note 14

Consolidation: Remind the group of content from the last module: *Evaluate*



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



Consolidation: Remind the group of content from the last module: *Navigate*

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.



This module explores strategies to negotiate, collaborate and cooperate, using our new understanding of bias and culture.

Define negotiate, keeping in mind the specific context of your group.

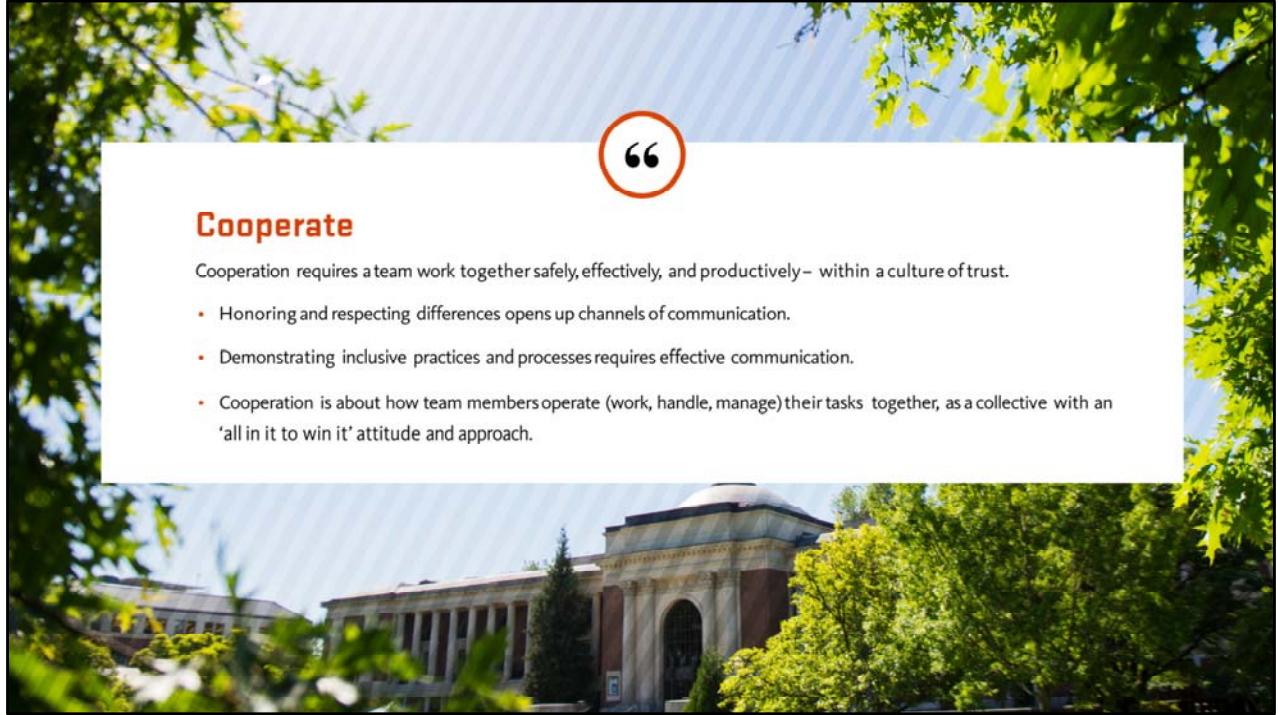
Collaborate

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.



Define collaborate, keeping the context of your group in mind.

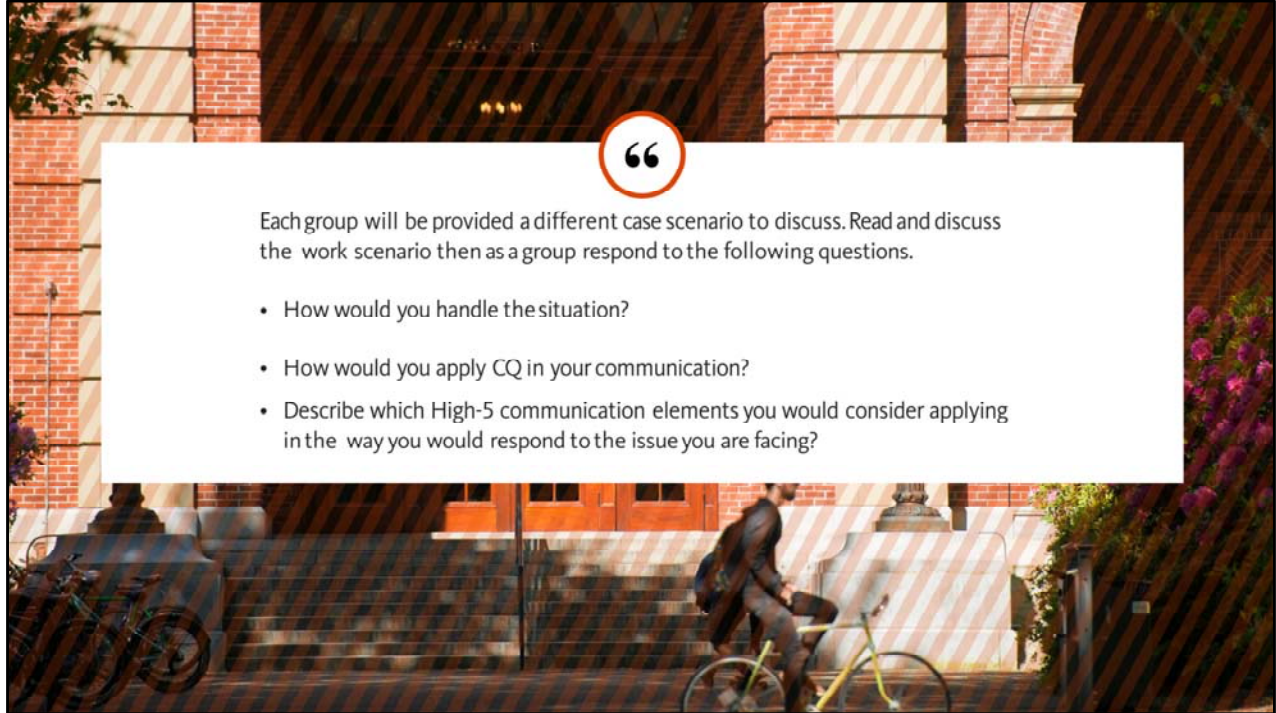


Define cooperate, with the context of your group in mind.



Small group activities are recommended to help participants feel safer to share their opinions and experiences. We encourage you to include as many small group activities as you can accommodate. Instruct each group to designate someone to "report back" to the larger group after each breakout session.

While these activities are usually very helpful for participants, we recommend that you pay close attention to power dynamics within the groups and accommodate as needed to ensure that participants who belong to historically marginalized/underrepresented communities can feel as safe and included as possible.



Encourage learners and participants to make use of the High-5 elements for Effective Team Communication:

1. You **evaluate** what tools you'll need
2. You **navigate** the working space
3. You **negotiate** sequence of how and when tasks are done
4. You **collaborate** as a team (no one does it all)
5. And, you **co-operate** with your team to get the job done!

Provide the on the job scenarios to participants. In virtual environments this can be accomplished by sharing the slide information through the chat field. You can do the same with the following slide which describes each element in detail.

Please instruct learners to use the High-5 Elements for Effective Team Communication handout as well as the case scenario for this activity. Allow 20-25 minutes.

You can prepare your own case scenario or refer to the Case Scenarios Addendum to choose a scenario.

We will continue practicing the High-5 Elements for Effective Team Communication through

the remainder of this training.

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 recognizing 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 path 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.

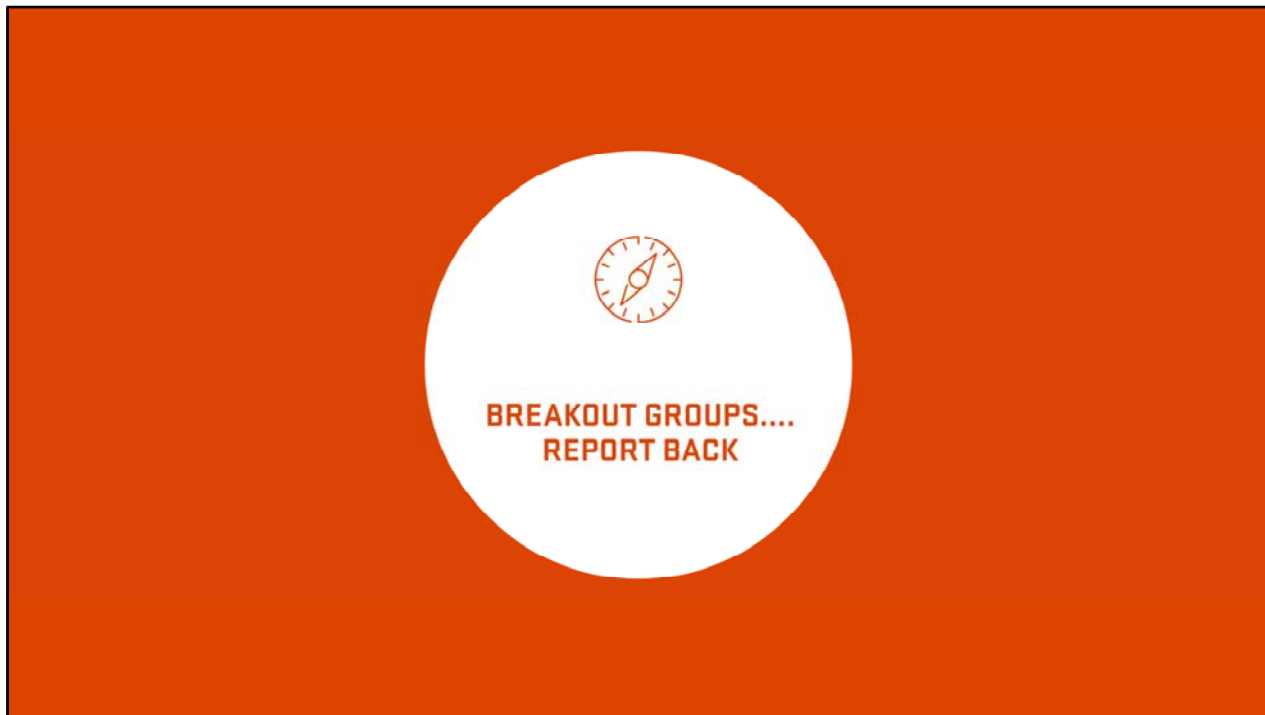


5. **Cooperate** - Cooperation requires a team to work together safely, effectively, and productively - within a culture of trust. Honoring and respecting differences open up channels of communication. Demonstrating inclusive practices and processes requires effective communication skills. Cooperation 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.

HAND OUT: Participants should have a copy of the 5 key elements document to read, review, and serve as a constant visual aid.

High-5 tools improve communication skills over time. Like any tool; High-5 skills are mastered over time with practice.



Give participants a 1-2 minute warning before closing the breakout rooms to allow for closure in conversations. Ask one person from each group to share key insights from their group, without naming their colleagues or exposing sensitive details.

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

TED

Ideas worth spreading

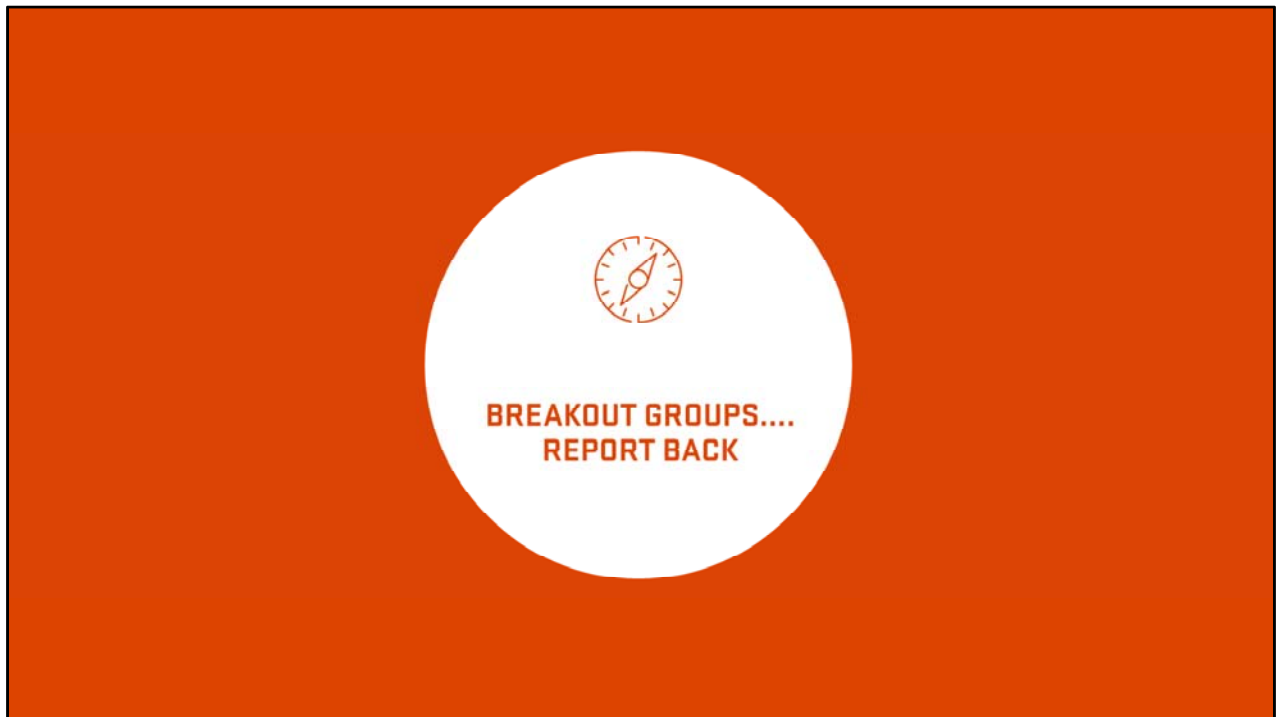
Civility

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

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Please watch this TED talk as a group. If you are delivering this curriculum remotely, we recommend that you allow participants to watch the video individually and then do small break out groups for discussion.

This video is approximately 15 minutes and you can instruct your participants to take a 20 minute break, and come back and be ready to discuss this.



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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?

Th questions to debrief the TEDtalk as a group, or with the



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

Activity: Where do you stand?



In order to assess the level of engagement of the group, you can ask the following prompt:
“I feel I am more equipped to navigate differences in the work place”
Then, allow participants to use the Annotated feature in zoom to provide anonymous feedback.

THANK YOU



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