

Yamhill County Human Resource Association
February Meeting Announcement

Date & Time: **February 9, 2017, 7:45am – 9:30am**
7:45 am – 8:00 am Registration & Networking
8:00 am – 9:30 Program

Location: Linfield College, **Melrose Hall, basement level – Jonasson Hall** (see attached map)

Price: FREE

RSVP: rebecca@westhillshealthcare.com
Please RSVP (if possible) by February 3rd, 2017

Program Description: “Having Difficult Conversations”

Speaker: Lenny Borer

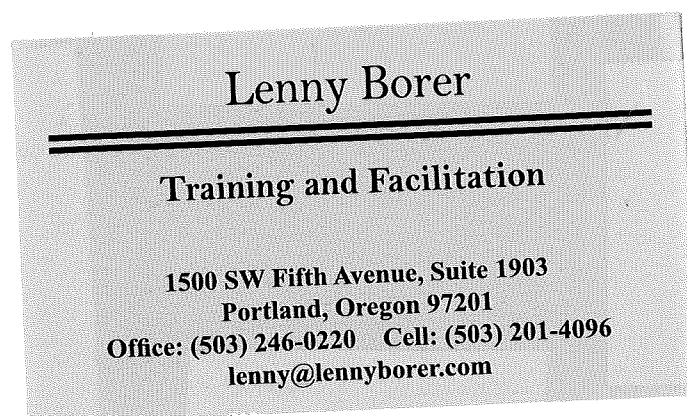
Lenny Borer is one of the premier trainers and facilitators in the Northwest, with more than 30 years of experience and a deep and varied list of satisfied clients.

As a trainer, Lenny's naturally outgoing personality helps him deliver interactive, effective training programs with a humorous and engaging style. Participants in Lenny's training don't just learn a topic – they gain insights into themselves and develop new skills they can apply directly to their work.

As a facilitator, Lenny helps work groups and individuals identify the issues causing conflict, and then resolve them. He helps clients with team building, organizational planning and problem-solving.

Lenny's attitude toward his work and his clients can be summed up in a simple description:

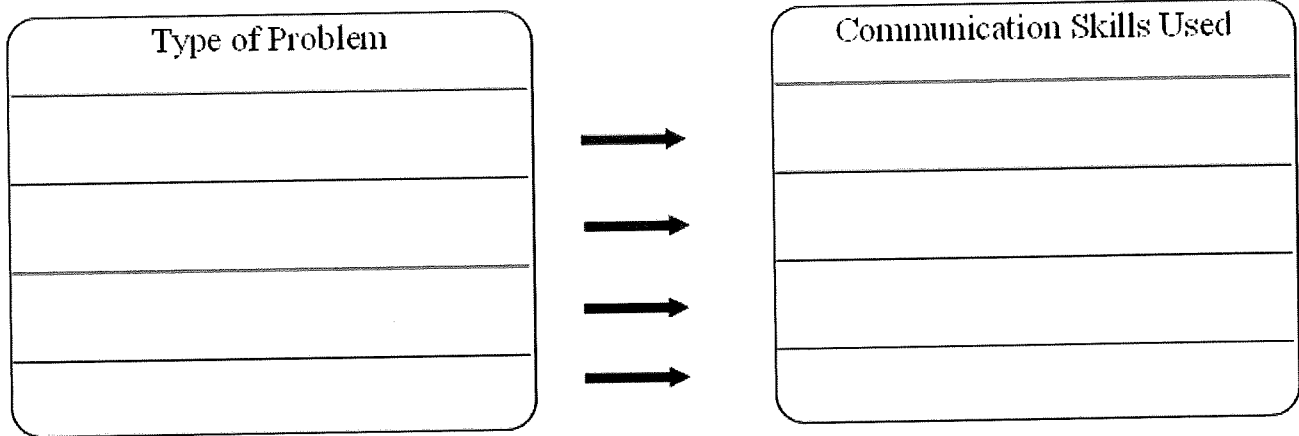
“Learn something, and have a good time doing it.”



Having Difficult Conversations

Presented by:
Lenny Borer

Communication: General



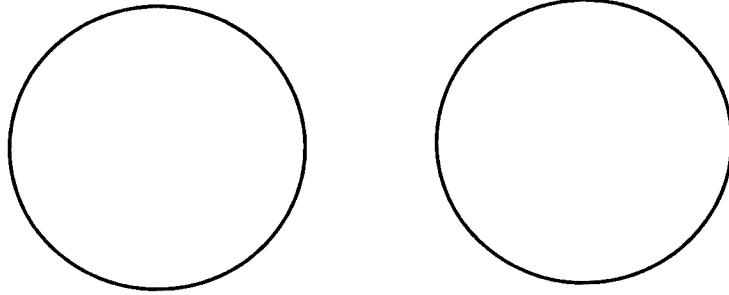
Three Communication Styles

1. _____

2. _____

3. _____

The Three-Step Feedback Loop



Notes

Two Components of Effective Communication

Example

Active Listening Skills

Seven Active Listening Skills

1.

2.

3.

4.

5.

6.

7.

Notes

Based on Leader Effectiveness Training by Thomas Gordon

Responding to Feelings: Perception Checking

Directions: For each item, first read the speaker's statement and then fill in the blank in the perception-checking statement with the appropriate feeling word.

1. I don't understand my boss. One day she's telling me what a great worker I am and the next day she's cutting me to shreds.
You sound _____.
2. I guess my work really hasn't been up to par lately, but absolutely nothing has been going right. I'm really down.
You seem _____.
3. Well, that transfer to a new department was just the ticket. I get along really well with my new supervisor and all of my co-workers.
You're _____ in your new position.
4. That new supervisor really bugs me. It always seems as if he's peering over my shoulder, watching every move I make.
Your new supervisor makes you feel _____.
5. Hank's really going to get it one of these days. He's always talking about me behind my back to all of the other employees.
You're _____ because you feel he spreads rumors about you.
6. Julie is always putting me down in front of everyone at the office. She makes me feel like a nothing – a non-entity.
You feel _____ because of the way Julie treats you in front of others.
7. I've tried to do my best, but I just can't seem to satisfy anyone – especially my boss.
You're _____ because you feel your boss is unhappy with your work.
8. I just can't handle all the work they give me. I work overtime everyday and I still can't get it done.
You're feeling _____ because of the quantity of work that is given to you.
9. That new employee makes me sick. She flirts with every male in the office. She's married and has four kids. Imagine that!
The employee's flirtatious behavior _____ you.
10. My work has been piling up for months. At last, I finally think I've caught up.
You sound _____ because you are no longer behind in your work.

Taken from Contact Counseling by Len Sperry and Lee R. Hess

Responding to Content: Paraphrasing

Directions: For each item, first read the speaker's statement and then complete the paraphrase statement below it. Your response should reflect your understanding of the speaker's thoughts.

1. I'm really mad. I've worked my tail off for the past year. I've worked twice as hard as anyone else in this office, but I never get a promotion.

You feel unappreciated because _____

2. I just don't know what to do. I can't keep working here and make ends meet. But I don't want to look for another job because I really like working here.

You feel anxious because _____

3. I don't know why I was transferred to this department. I wasn't given any reason – they just sent me. And I don't like it.

You're feeling puzzled and you resent _____

4. For years, I've told my subordinates what to do when they came up to me with problems. And it worked. Now the top brass says that I have to use this "non-directive" approach. Why should I change now, after all these years?

You're feeling resentful because _____

5. This is absolutely ridiculous. I've only been doing this job for two weeks and my supervisor has decided to move me out because I'm not producing as much as the old-timers.

You feel unfairly treated because _____

Taken from Contact Counseling by Len Sperry and Lee R. Hess

Responding to Content: Paraphrasing

6. Yesterday I blew an important deal, I admit it. But today was a nightmare. I lost my wallet and my car was sideswiped in the employee's lot. I could cry.

You're despondent because _____

7. My supervisor obviously doesn't like me. No matter what I do, it's not good enough. I want to change to a different department.

You feel anxious because _____

8. Everyone kept telling me I'd never make that sale. But I showed them!

You feel triumphant because _____

9. Everyone always goes over to the Embers for lunch. But do you think they'd ever invite me to come? Not a chance. They hardly even talk to me.

You're hurt because _____

10. Mr. Simpson told me that my production rate had to double by next week or I'd get the axe. I just can't work any faster – I've really tried. The rate he expects is impossible to make. What can I do?

You're anxious because _____

Taken from Contact Counseling by Len Sperry and Lee R. Hess

THE ART OF CONVERSATION TURNING OUT MIRROR-IMAGES

By HELENE MALYAN

He woke up one day and noticed there was something different about the way people talked, but he couldn't put his finger on it. On the bus, at work, at the lunch counter, it played in the back of his mind like a radio on softly in another room. Finally, at 5:30, on the bus going home, he realized what it was.

With a sigh, he turned to the woman next to him. "I have discovered what it is about the way people talk these days. It's so obvious, I didn't see it. Then, just now, it hit me--no matter what you say to somebody, they say it back to you, only in different words."

The woman put down her newspaper and stared at him. "Then what you're saying, basically, is that there is a new way of talking and it involves repeating what someone has just said to you, but using your own words?"

The man, excited by his discovery, gripped the back of the seat in front of him. "I think it's because of Phil Donahue and Oprah Winfrey. We have become a nation of paraphrasers. We listen and then, instead of responding, we process the information just received and repackage it. Sometimes we make it shorter. Sometimes we expand upon it. But we don't really answer each other anymore. We just rephrase."

The woman nodded. "You feel no one has anything new to say to you. You feel you're constantly hearing your own emotions played back to you, edited perhaps, but with no input."

"Exactly," said the man. "I don't know why I didn't notice this before, but this is the age of the active listener. We don't comment; we explain. Maybe it's because we're afraid to express our feelings, so we play it safe and express someone else's. For example, I used to tell my wife I had a terrible day, and she would ask what happened, and I would tell her and she would say something comforting like, 'They don't deserve you,' and then I would forget about it. But now..." He laughed sadly to himself and shook his head.

The man in front of him turned around and

looked at him. "What you're saying is that no one, not even your wife, will venture an honest opinion anymore?"

"Bingo," said the man. "Now she says, 'You feel like talking about what a terrible day you've had. You feel upset. You feel as if they don't deserve you.' It drives me crazy."

"You feel uncomfortable knowing that all you're ever going to hear are your own feelings and words, thrown back at you like an echo," interrupted the bus driver, who had stopped for a red light. "You wish someone would respond with an opinion about what you've actually said, instead of trying to impress you with how well they've understood it."

"Boy, you guys are all the best," sighed the man, as he stood up to get off at the next stop. "I mean, it can be very exasperating, never knowing what anybody thinks, whether they agree or disagree, only that they have access to a thesaurus. This has been the best, most open conversation I've had in weeks. Thanks, you guys--I feel great!"

He walked home, whistling all the way, unable to remember exactly what anyone had said, only that he couldn't have said it better himself.



*Helene Malyan is a
Portland writer.*

My Problem: Assertive Confrontation Skills

Bill

Five Verbal Skills

1.

2.

3.

4.

5.

"I" Statement

Feeling

Behavior

Effect

I feel / I felt / I am
It is

When you...
About your...
When I...

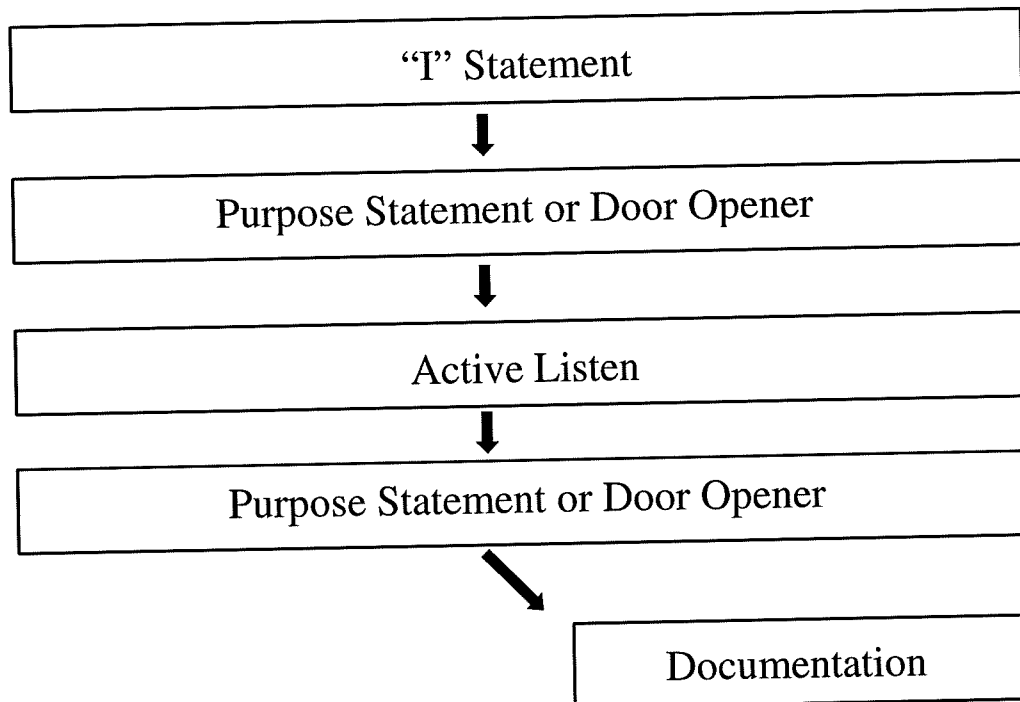
Because

Communication: Confronting and Problem Solving

Confronting

Here is a formula to follow when confronting in order to avoid arguments and “getting hooked” into unproductive situations.

Four-Step Formula for Confronting & Dealing with Defensiveness



Notes

Based on Leader Effectiveness Training by Thomas Gordon

Problem Solving

This is a process that can be used in one-on-one and group situations. It gives a structured approach to problem solving and staying on track.

Six- or Seven-Step Problem-Solving Process

Steps	Skills
1. Identify and define the problem	
2. Identify needs, interests, goals = criteria for a good solution	
3. Generate alternative solutions	
4. Evaluate alternative solutions	
5. Make a decision	
6. Plan & implement the decision	
7. Follow-up to evaluate	

Based on Leader Effectiveness Training by Thomas Gordon

“I” Statement and Purpose Statement

1.

2.

3.

“I” Statement and Purpose Statement

A large, empty rounded rectangular box with a black border, intended for writing an "I" Statement and Purpose Statement. The box is currently blank.

“So...Sounds Like”

1. Paraphrasing thoughts = content in different words
2. Perception checking – feelings, reflecting, mirroring = context
3. Active Listening Statement
4. Summary Statement [closure]
 - a. Repeat main points
 - b. Repeat decisions & follow up
5. Door openers
 - a. “Tell me...”
 - b. “I’d like to...”
 - c. “Show me...”
 - d. “I’m wondering...”
 - e. “Give me...”
 - f. “Explain to me...”
 - g. “I’m curious about...”
 - h. “I’m interested in...”
 - i. “Walk me through...”
 - j. “Share with me...”
6. Passive Listening – venting
7. Acknowledgment responses
 - a. MmHm
 - b. Really?
 - c. Head nod
 - d. That’s so?
 - e. Yeah
 - f. Eye contact
 - g. Don’t say