

Direct and Ethical Communication

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Our time together:

- Define direct and ethical communication
- Identify frameworks that help us implement direct and ethical communication
- Learn about creating organizational agreements around communication



What is direct and ethical communication?

The National **Communication** Association (NCA) states: "**ethical communication** enhances human worth and dignity by fostering truthfulness, fairness, responsibility, personal integrity, and respect for self and other."

I like to think of it as being in "right relationship" with ourselves, each other and the world around us in order to model a different (non-violent, empowerment based) way.

Two Main Areas:

- ❑ Agreements ahead of time/
Commitments
- ❑ The conversation itself

It's everyone's job....

- We need an organizational culture/organizational norms that support healthy communication
- When we have clear, stated, intentional expectations, we are able both to meet them *and* to hold ourselves and each other accountable to them
- Introducing new employees to the organizational commitments/expectations helps them to be better teammates from the outset.
- Good communication is one of the 'facilitating processes' to build organizational resilience and mediate organizational trauma.

WHAT HELPS YOU COMMUNICATE WELL?

- Identify 5 promoters of direct and ethical communication
- Identify 5 barriers to direct and ethical communication

Great starting places:

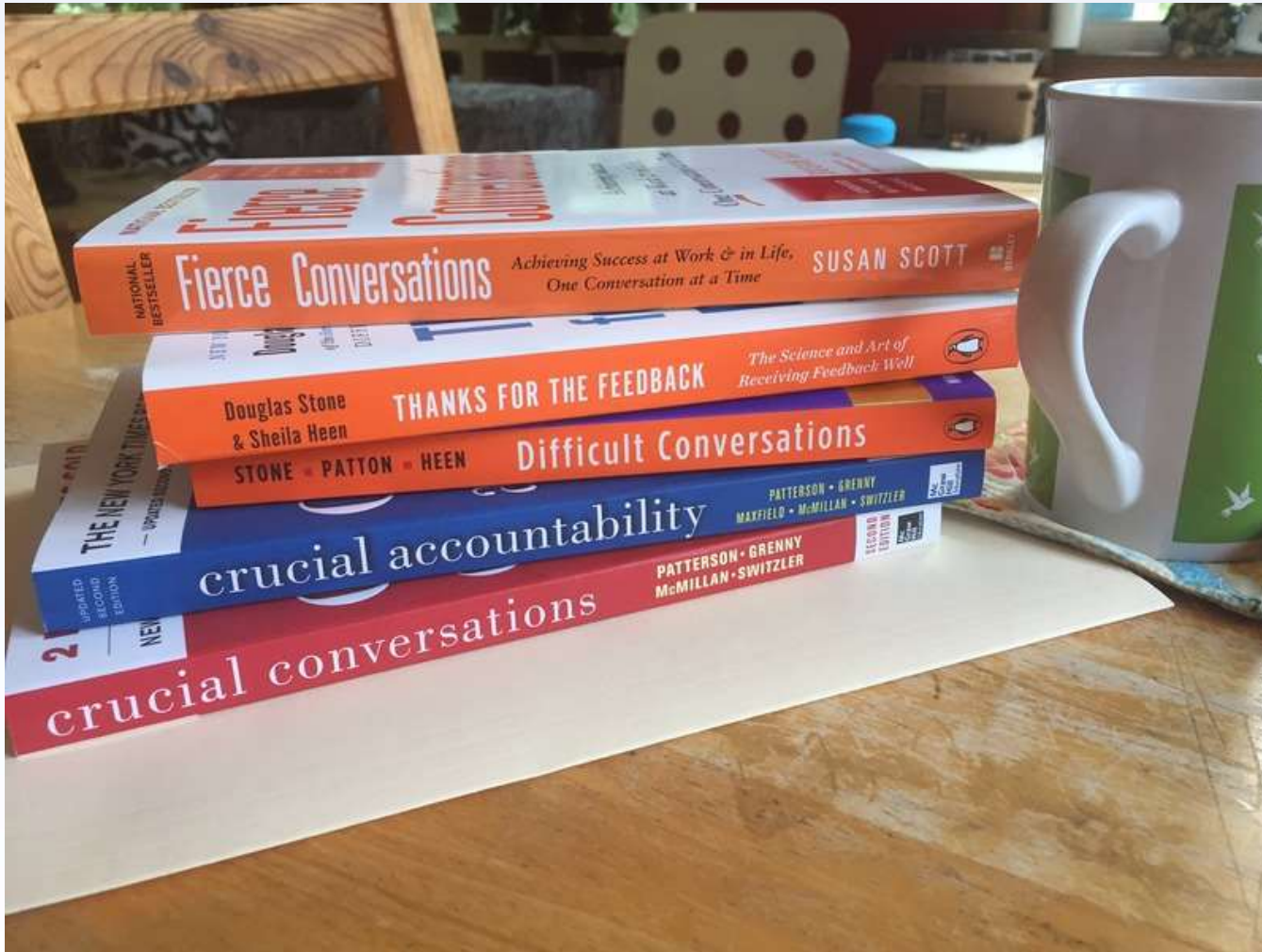
1. Start with goodwill and loving kindness.
2. Look for ways to make new ideas work, not for reasons they won't.
3. If in doubt, check it out! Don't make negative assumptions about each other = assume goodwill.
4. Acknowledge multiple truths.
5. Speak positively about each other and about your organization at every opportunity.
6. Depersonalize – make it about the work, not the person.
7. Demonstrate gratitude for disagreement/courageous conversations.
8. Emphasize one on one – no triangulation, gathering forces, etc.

What are your agreements?

In difficult conversations there are three common assumptions:

1. The Truth assumption : I am right you are wrong
2. The Intention Invention : When the other persons intentions are unclear a common perception is that they are bad
3. The Blame Frame : Blame the other produces disagreement, denial and little learning

The majority of the work in any conflict conversation is work you do on yourself. No matter how well the conversation begins, you'll need to stay in charge of yourself, your purpose and your emotional energy.



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“Our stories of struggle can be big ones, like the loss of a job or the end of a relationship, or smaller ones, like a conflict with a friend or colleague. Regardless of magnitude or circumstance, the rising strong process is the same: We *reckon* with our emotions and get curious about what we’re feeling; we *rumble* with our stories until we get to a place of truth; and we live this process, every day, until it becomes a practice and creates nothing short of a *revolution* in our lives. Rising strong after a fall is how we cultivate wholeheartedness.”

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— Brené Brown, Rising Strong

