Transforming Conversations for Sustainable Peace

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Agenda

- What happens in communication?
- Appreciative Interviews
- Transmission Model vs. Social Constructionist Model
- Elevating Contexts and the Stories Within
- Identifying Critical Moments
- Creating Episodes to Make a Difference
- Reflective Practice
Appreciative Interviews

- Find a partner

- Each take 5 minutes (10 in total) to explore the following:
  - Think about a time when you were “in sync” with someone else in your communication and you felt like you were on the “same page.”
  - What was it like?
  - How did you feel?
  - Select some words to describe your relationship with that conversation partner.
Relationships and Our Social Worlds

• The quality of our relationships are directly affected by the quality of our communication.

• We tend to communicate in patterns.

• We can have desirable patterns of communication and want to foster those patterns in an upward constructive spiral.

• We can have the status quo for a period of time.

• Or, we can have unwanted repetitive patterns (URPs) and continue in a downward destructive spiral.
Send and receive

I figure it out

I “see” what you are saying...

You didn’t “get” what I said...
Communication Model (Fisher-Yoshida, 2012)
Context

SELF + OTHER IN RELATIONSHIP
Hierarch Model

- The hierarchy model provides an opportunity to look at a situation from different contexts providing different perspectives.

- It is important to identify the
  - Context I am elevating
  - Context the other is elevating
  - Differences in perspective and
  - How these different perspectives affect what we are “making” in our relationship and
  - Changes that happen when we shift the context we elevate.

- When we are speaking from different contexts we have a higher degree for miscommunication, lack of alignment and then what is the quality of our relationship?
Could unpack the Party’s perspective with a Daisy Model and each context with the LUUUUTTT Model.
Use of Daisy Model

Each Party describes influencing factors listed on each of these petals. This is sample Party A Daisy.

Party A
- Protect my team
- Need to confer with advisors
- Need organizing strategy
- Want to influence colleagues before deciding action
- Party B “on” 24/7
- Party B is task oriented
- Relational focus
- Emotions not shown in workplace

Party B
Framing

• Parties identify what is important to them.
• These shape their decisions and interpretations of the situation and relationship.
• This reveals information on how they see the world
• Typical frames in conflict are those of blame and that they are the victim

Need to ask: “What is really going on here?”
The storytelling model (LUUUUUTT) reflects the idea that we all live in stories, interact in these stories and that our relationships are made in these stories (and these stories make our relationships).

**Sharing Stories**

- **Untold Stories**
  - Party B was passed over for promotion
  - Party A depends on Party B

- **Stories Told**
  - Parties A and B are colleagues.

- **Storytelling**
  - Meetings, Email

- **Stories Lived**
  - Tension about whose voice is heard

- **Unknown Stories**
  - How did the culture of the workplace develop? What influences it?

- **Unheard Stories**
  - The team cannot function well with this tension

- **Untellable Stories**
  - Party A does not have confidence working individually
  - Party B is afraid of being irrelevant
Reframing

- Takes place after they feel heard and receive empathy, which they can do after they understand self and other better.
  - Ask questions to dig deeper into their framing to broaden their perspective and understanding.
  - Reflect back what they have heard to show empathy.

- Ask questions/paraphrase to see the other’s perspective and understand subsequent actions
  - Tell me more about . . .
  - That must have been difficult for you
  - How did it make you feel?
  - What were you hoping to gain by doing that?
Tracking Flow of Events

Serpentine Model

Party A prepares materials for team meeting

Party B does not acknowledge Party A’s work

Party A discusses prepared materials again

Party B showcases his own materials

Party A tries to collaborate and join both parties’ materials

CRITICAL MOMENT

Party A criticizes Party B for not being a team player
Identifying Critical Moments

- Share stories about their encounters
- Plot out these stories using the Serpentine Model
- In an iterative process, probe for more information to display clearer picture of sequence
- Select episode that has a “critical moment” embedded in it
- The critical moment is the focus to ask the question,
  - What if you did not do X, and instead did Y?
  - How would that be for you?
  - What do you think the other would notice?
  - How do you think the other would feel?
  - How do you think the other would respond?
  - How would you respond to that?
  - In what ways might this shift the dynamics of your relationship?
Creating Episodes

• This is a deliberate shift to be more proactive in influencing our own relationship dynamics.

• Create a context in which we can change from where we are to where we want to be.

• Select a particular situation using the Goldilocks principle (not too hot, not too cold, just right!) – a situation to practice on that is likely to be successful.
Reflective Practice

- Can use LUUUUUTT model - What are the stories we have been telling about the relationship?

- How has this been affecting our self perception? Perception of other?

- Use questions to probe for fuller understanding helping to enrich perspectives of self, other and the situation.
References
