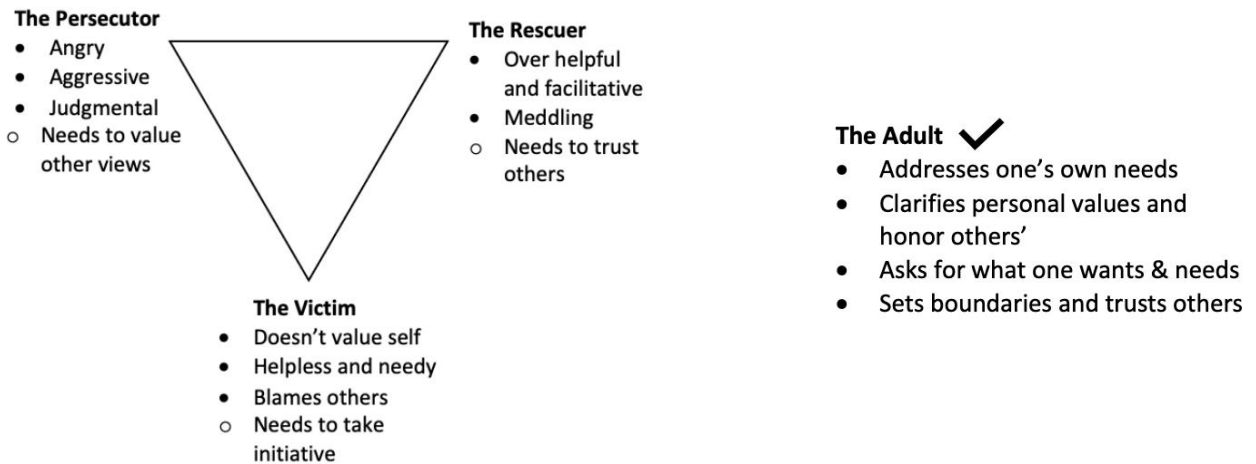


Effective Communication and Collaboration

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Communication can be a gift, or a source of shame, guilt, and hurt... depending on how it is delivered.

The Karpman Drama Triangle



Ineffective Communication

- Aggressive/Urgent, focusing only on one's own needs
- Emotional/Manipulative, using one's own emotions to control the goal
 - Avoidant/Appeasing, over tolerant, too passive, allow problems to fester
 - Defensive/Personal, making oneself a victim, self-righteous

Effective Communication

- Direct/Clear, focus on what is needed, when, and by whom
- Proactive/Assertive, willing to have the conversation with clear expectations
 - Partnering/Co-Elevating, roles are clear to all parties, have each other's backs
 - Universal, goals serve the larger benefit of society / the agency

Stay Calm, Collected and Connected

DON'T

- ❖ Surprise attack
- ❖ Assume bad intentions
- ❖ Laundry-list the wrong-doings
- ❖ Threaten/Warn
- ❖ Go on and on

DO

- ❖ Wait until you are calm
- ❖ Assign good intentions/understand
- ❖ Support, "I've got your back, please have mine"
- ❖ Recognize, own, validate / Be Brief