

# Relational Awareness & Management

Dr Dawn Martin PhD, MEd, MSW, RSW

Dr Tom Lloyd LLM, MB ChB, MD, COC, ACC, MRCS, MFFLM

# Agenda

1. Self Awareness – Brief Review
2. Relational Awareness – Neutralize Space
3. Strategies for success



# Your Story = Perception



# Your Story = Perception

## INFLUENCES

- Age
- Birth order
- Culture
- Day of the Week
- Education
- Friends
- Gender
- Social media
- Past experiences
- Personality traits
- Religious/Spiritual
- Strengths & Limitations
- Resources – finances, health etc.
- Ancestral baggage

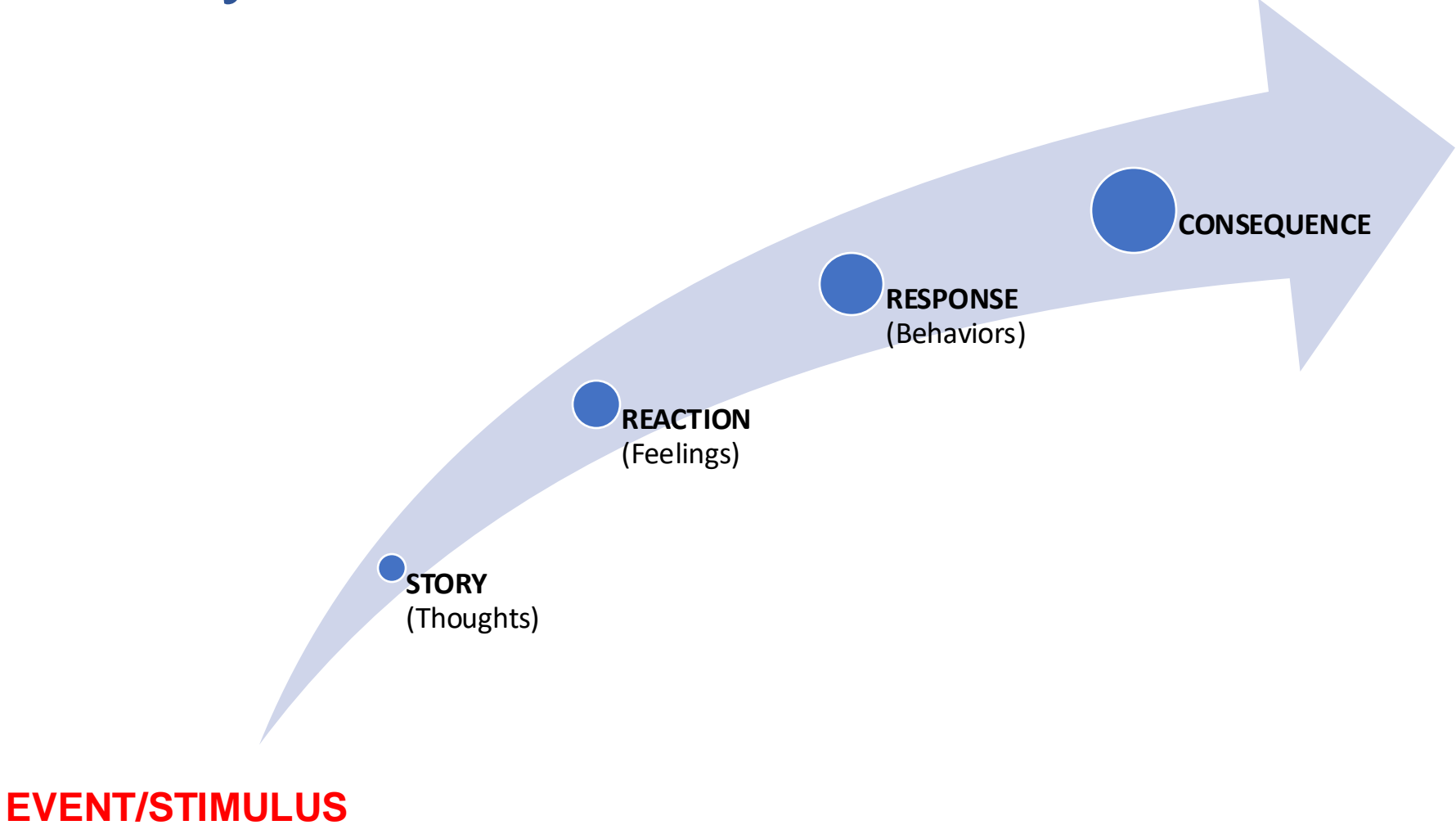
➤ **Values**

➤ **Beliefs** about ourselves/ others  
and the world

**Unconscious Bias**



# The story – self awareness



# Relational Awareness – “Lets Talk”

- Who are they?
- What’s important to them?
- How might they be writing the story about you?
- How might they be writing the story about the situation?



**Stories**

***NEUTRALIZE THE SPACE***

# ***NEUTRALIZE THE SPACE***



**Judgement = DYSREGULATION**

- Moving against
- Moving away
- Moving towards

• **SAFETY**

**Power differentials**

# What affects this space?

Lack of

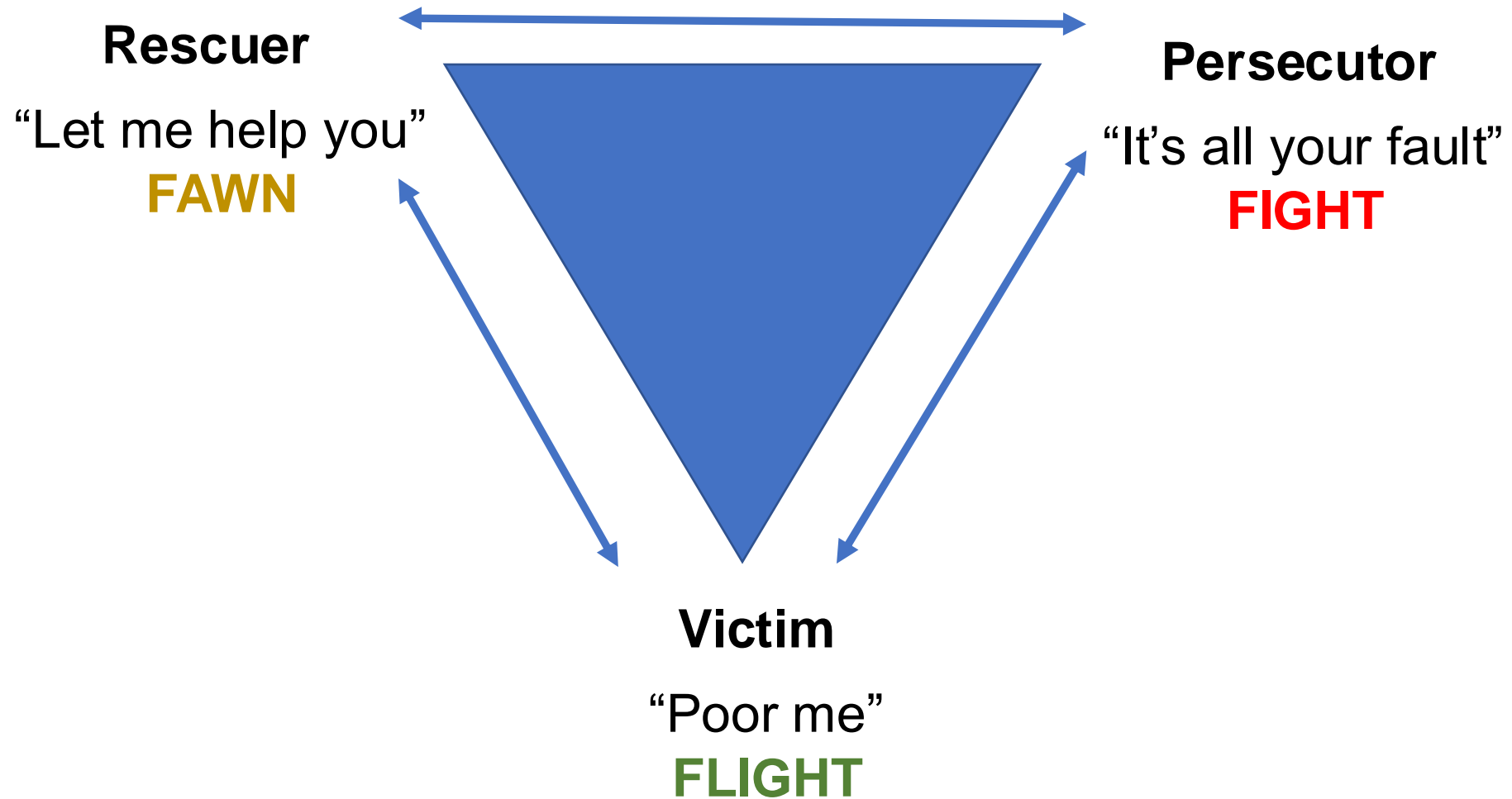
- Certainty
- Choice
- Care
- Transparency
- Communication
- Fairness



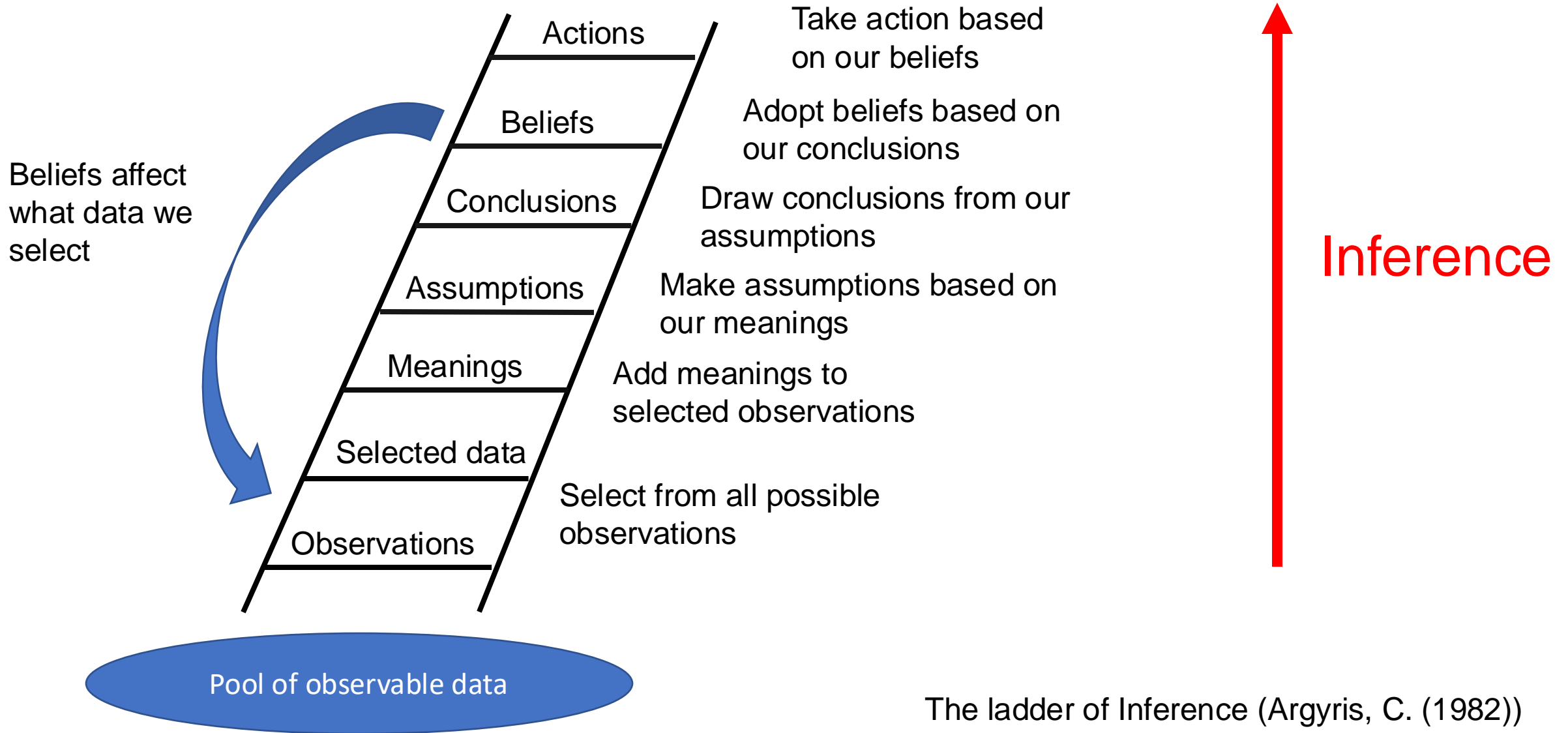
Getty Images: Jena Ardell



# Karpman's Drama Triangle



# Ladder of inference



# Intention v Impact – the insight gap

## Internally

*“We judge ourselves by our intentions which are always good, and others by their behaviors and actions”*

## Externally

Others judge us by our impact not our intention

slido

Please download and install the Slido app on all computers you use



**Which of the last 3 concepts most resonates?**

① Start presenting to display the poll results on this slide.

# Strategies for neutralizing the space

1. Recognize feedback
2. Active listening
3. Feedback
4. The TED approach
5. Helpful phrases



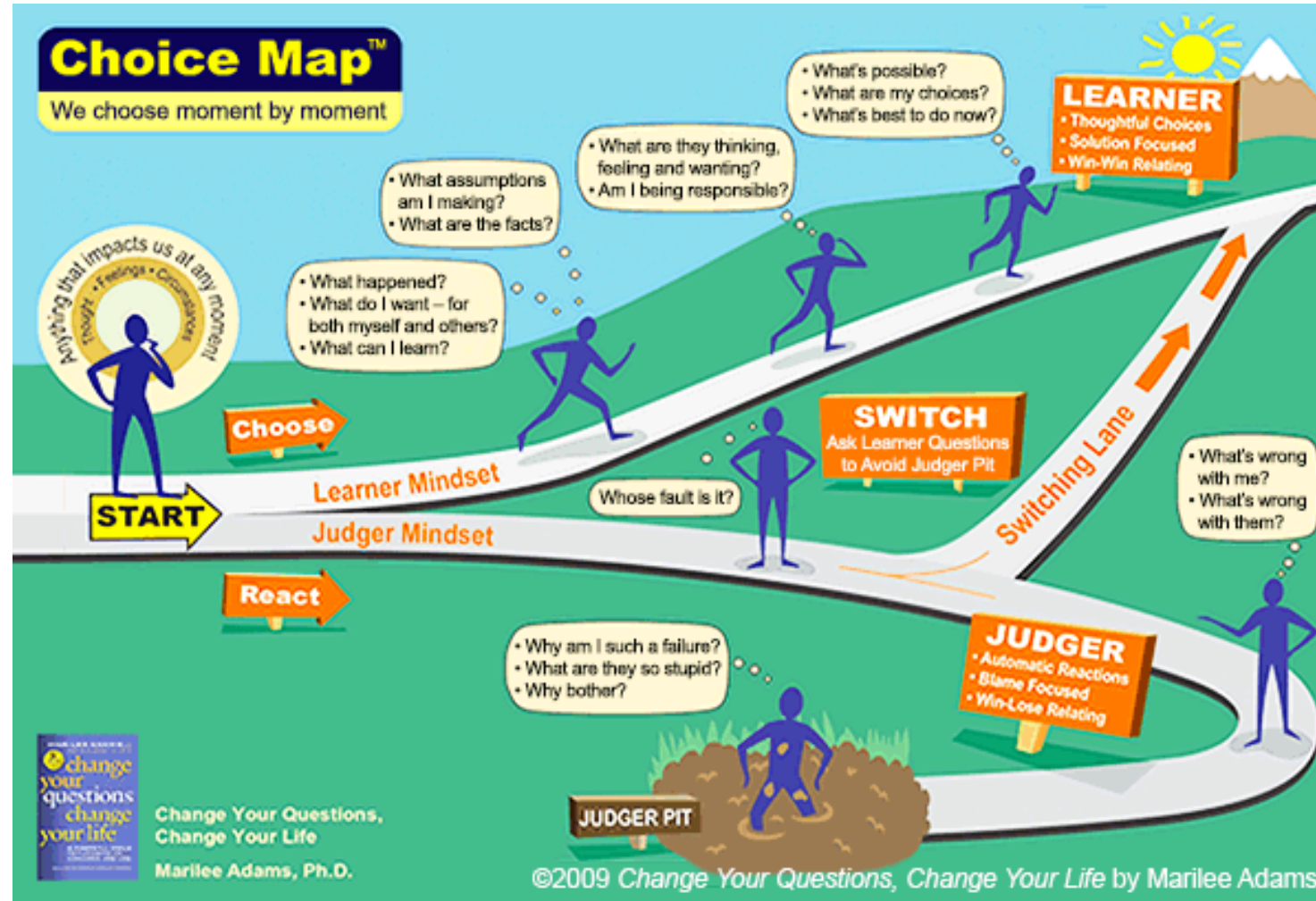
# 1. Recognizing Feedback

- Silence
- “Yes, but”
- Debating, rationalizing, minimizing
- Lack of eye contact
- Tone in voice
- Facial expressions
- Gut feeling
- Hearing gossip
- Body language
- Repeating behavior
- Obstructive behaviors
- Avoidant behavior

## 2. Active Listening

### 1. Mindset

# Choice Map





## 2. Active Listening

1. Mindset
2. Listen to understand – Understanding is not agreement
3. Listen with curiosity – Ask good questions to learn more
4. Listen for what you can agree with – positions vs interests
5. Acknowledge other's viewpoint (using paraphrasing)

# 3. Feedback



# The Wise (learner mindset)

- Listen with curiosity
- Express concern about their impact on others
- Take responsibility
- Adjust behavior
- Thank YOU



# The Foolish (Judger mindset)

- Defensive, debate, blame
- Focus on their good intentions
- Angry, misunderstood, victims
- Yes, but ...
- No awareness of impact
- Treat you as the enemy



# Giving Feedback ...



- Voice concerns
- Give feedback
- Coach for change
- Give resources




- Stop talking about the problem
- Outline expectations
- Give consequences and timelines
- Share responsibility
- Document

# Asking and Receiving

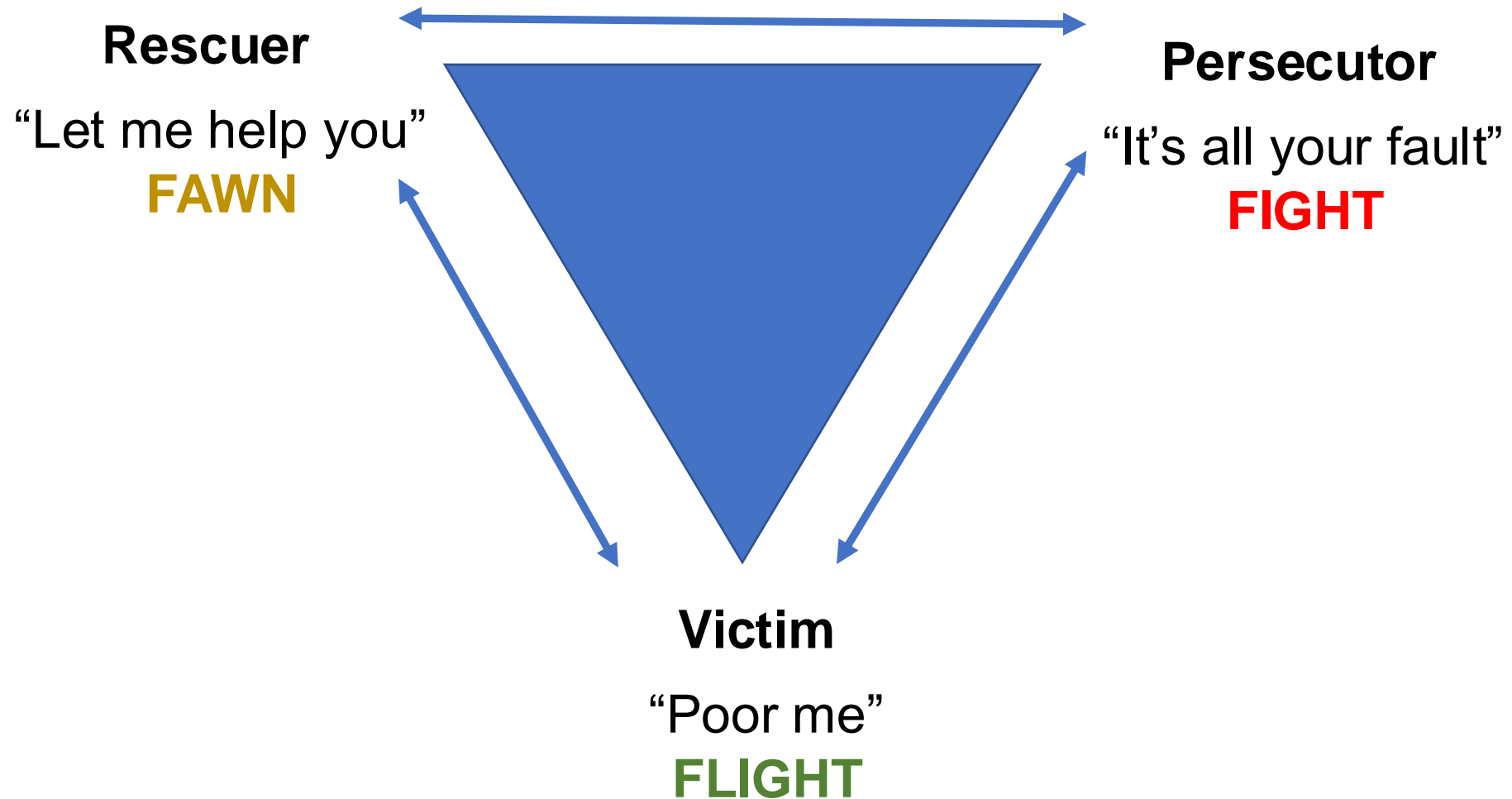
## ASK for feedback

- Up, down and sideways
- “What should I Stop, Start, Keep doing?”
- “Is this working for you?”
- “How can I be helpful?”

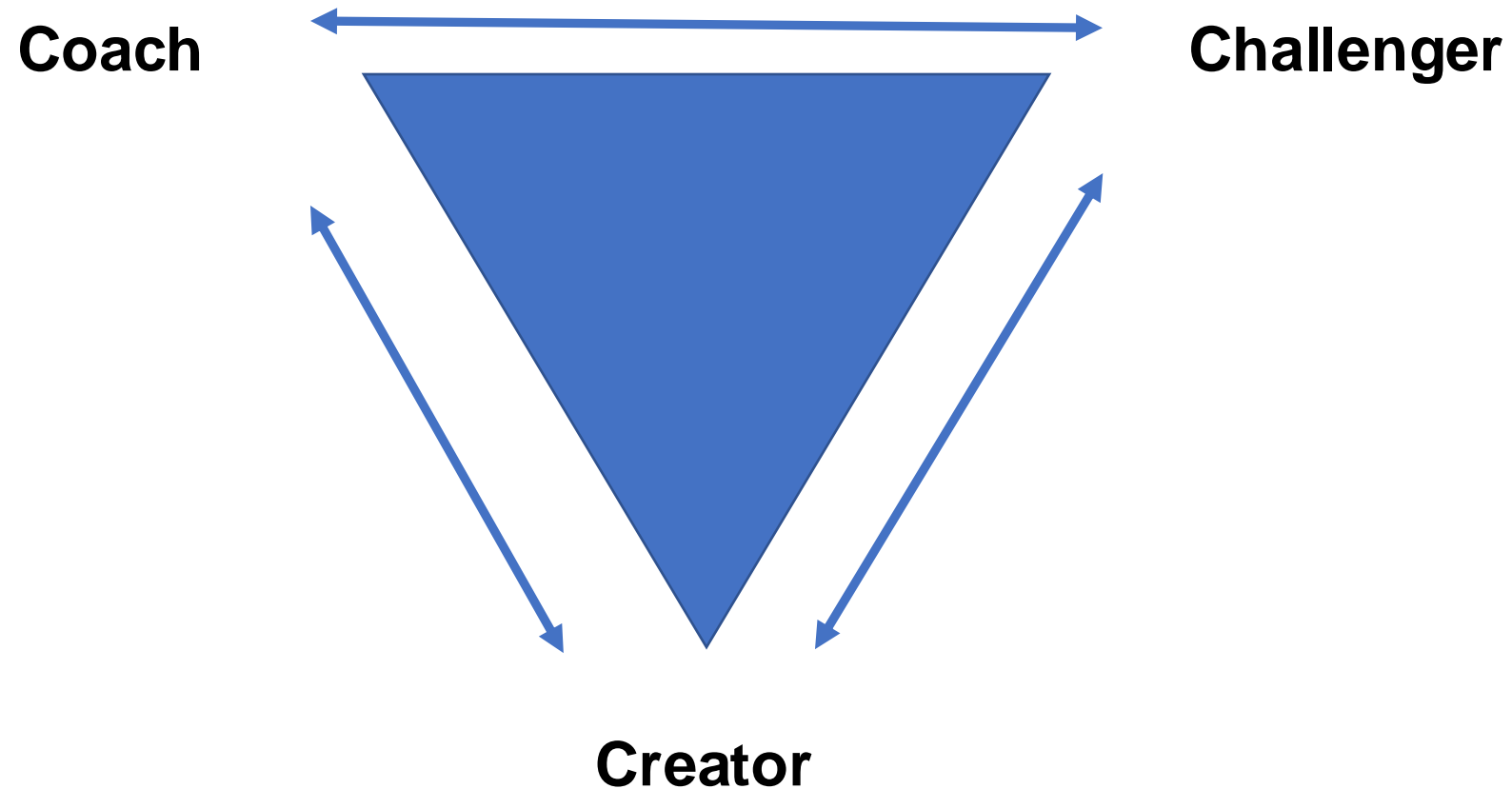
## RECEIVING feedback

- Do what the  do ....
- “Thank you”
- “Tell me more ...”
- “Here’s where I struggle ...”

## 4. Karpman's Drama Triangle



# David Emerald – The Empowerment Dynamic

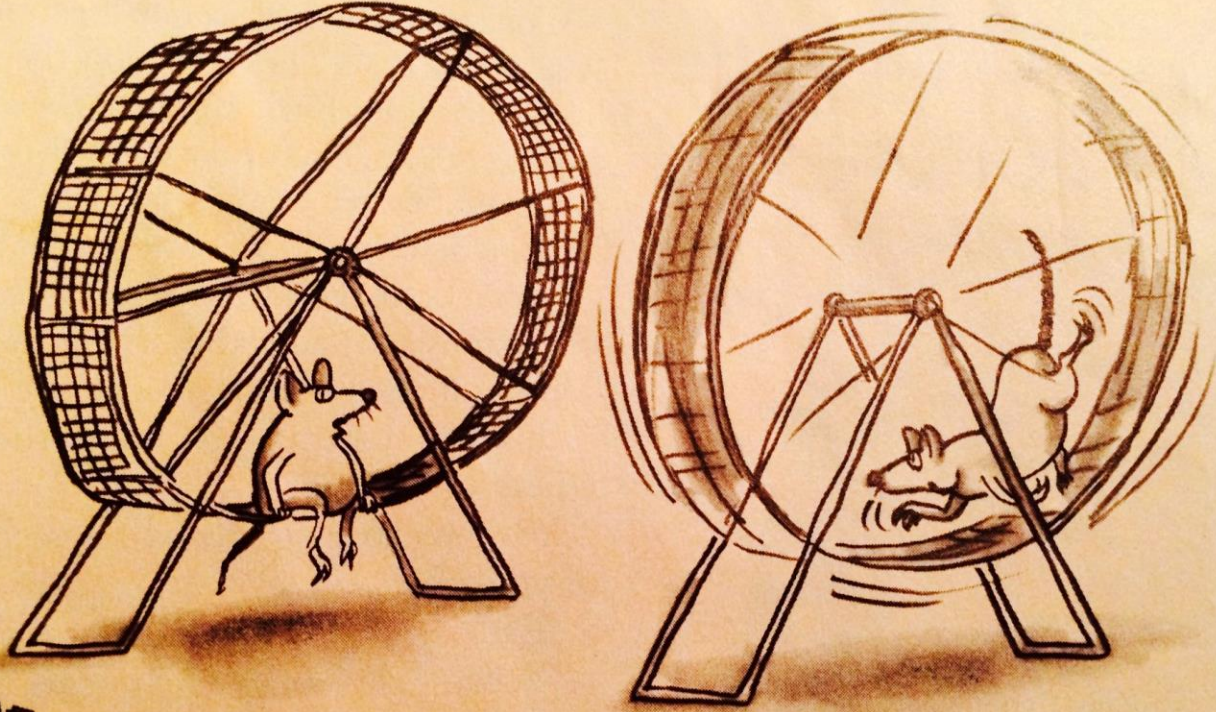




## 5. Helpful phrases

- *“I’m confused”, “Help me understand”, “How can I be helpful?”*
- *“ “Perhaps I misunderstood ...”, “Here’s where I struggle”*
- *“Unfortunately, I can’t ... I can ...”*
- *“I’m sorry vs I apologize”*
- *“Duly Noted”*
- Tentative language *“I wonder ...”, “Sometimes ...”*

**NEUTRALIZE THE SPACE**



KNE

*"I had an epiphany."*



**slido**

Please download and install the Slido app on all computers you use



**What is one thing you are going to do differently?**

① Start presenting to display the poll results on this slide.

# Reflection

