



CREATING EFFECTIVE CONVERSATIONS

BALTIMORE, NOVEMBER 4-6, 2016

Objectives

- ▶ Understand relationship building across cultures as necessary prerequisite for effective dialogue
 - ▶ Apply Monthly Learning Reflections
- ▶ Manage effective conversations one-on-one and in small group settings
- ▶ Managing emotions associated with challenging conversations



Building Trusting Relationships



Monthly Learning Reflections

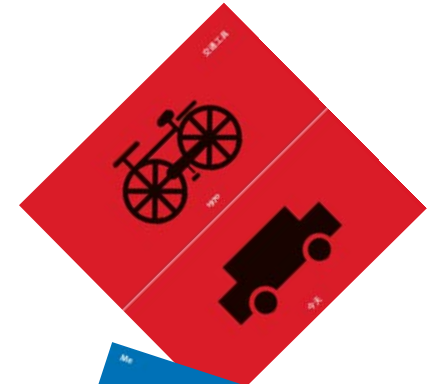
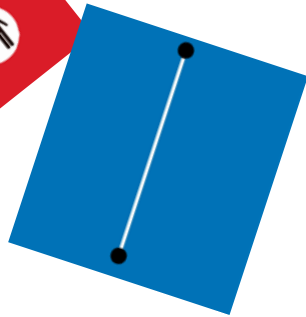
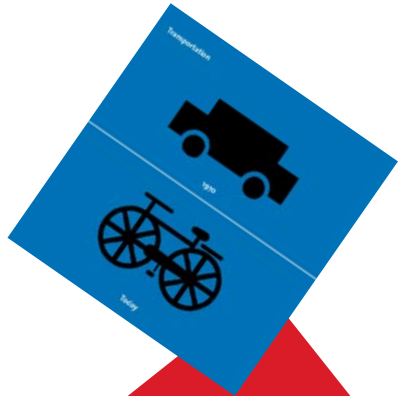
- ▶ New resource for liaisons developed by an international work group of AFS partners staff under the guidance of AFS International
- ▶ Provides suggestions on additional cross-cultural activities and questions that can help deepen our understanding of the cultural background of the students we support
 - ▶ Blue Print Exercise
 - ▶ Public Space



Let's Play!

“Using differences to build relationships across cultures”

Time: 15 Mins



Effective Dialogue: Circle Process

Sense of Unity

Getting Acquainted



Addressing Issues

Building Understanding
&
Trust



Effective Dialogue

Common Challenging Topics

- Moves
- Early Returns
- Addressing allegations of inappropriate behavior
- Sensitive issues of various kinds

Types

- One on one conversations
- In a small group setting



Empathy & Dialogue

Connection

Building Trust

Defuses Emotions

Relationship



Empathy

Dialogue

Understanding

OFNR Model

Observations



Feelings



Needs



Requests



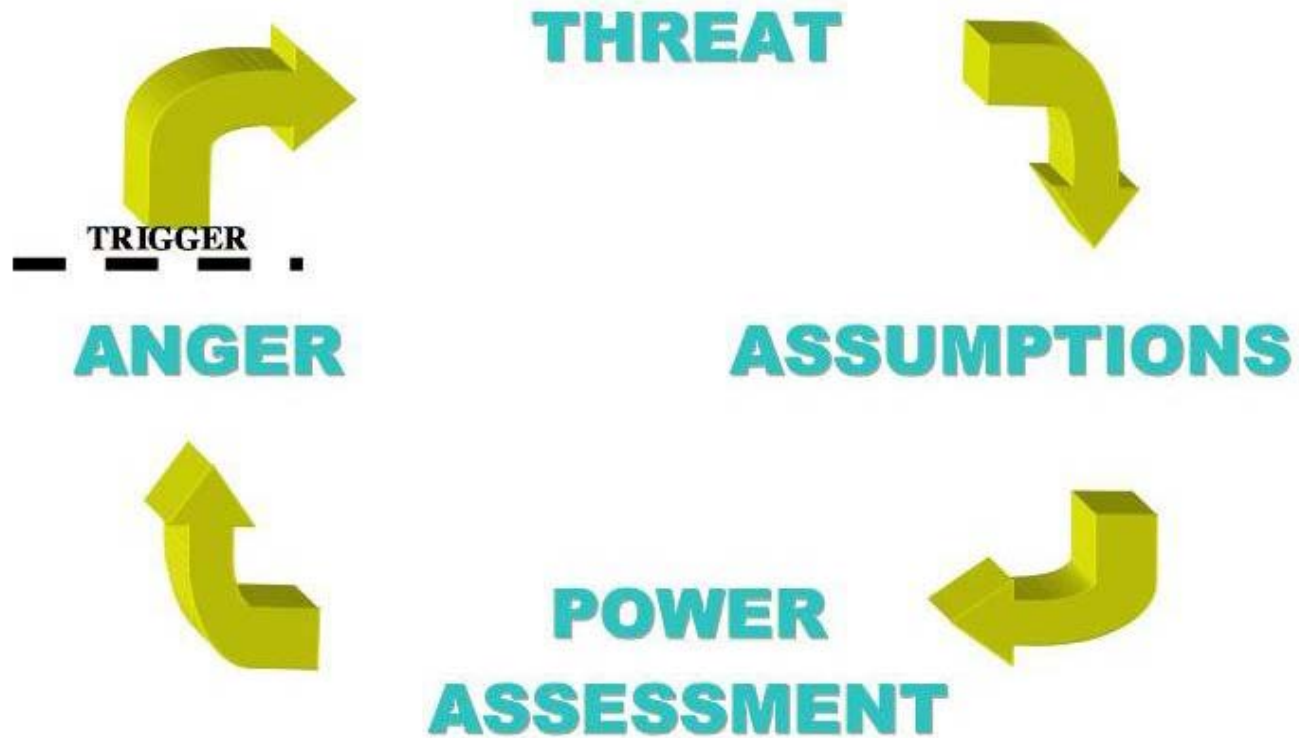
How about we practice
addressing an issue in a dialogue?

Exercise:
Applying OFNR Model

Time: 15



Anger Cycle Model*



*DR. JOHN E. JONES



How to "break" the Anger Cycle?

Look inward and analyze what you see!

- ▶ The following questions are useful in governing emotions in the face of difficult circumstances.
- ▶ Is this behavior really going to prevent me from being in control or getting approval?
- ▶ Is this person really trying to do me harm?
- ▶ What might be the cultural implications for this behavior?
- ▶ How might my response differ from person to person?
- ▶ What is the real, not exaggerated, impact that this has on my life?
- ▶ What can I do to improve situation?



Thank You!

Questions?

