

## Creating Partnerships

# Partnership Pathways

Communication: A Vital Role in Establishing a Viable Relationship

### MODULE 1 STUDY GUIDE



# Communication: A Vital Role in Establishing a Viable Relationship



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## Objectives

- Rules of Engagement
- Rapport
- Your Five Needs
- Five New Communication Methods
- Conflict Resolution



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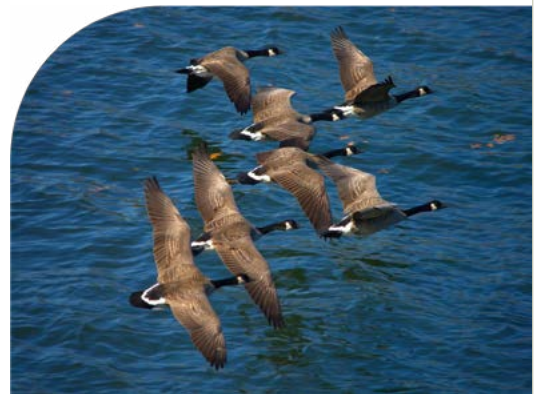
Everyone and every opinion has value.



## Rapport



One of the most important features or characteristics of subconscious communication. It is commonality of perspective: being "in sync" with, or being "on the same wavelength" as the person with whom you are talking.





What makes a  
good producer?



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What makes a  
good veterinarian?

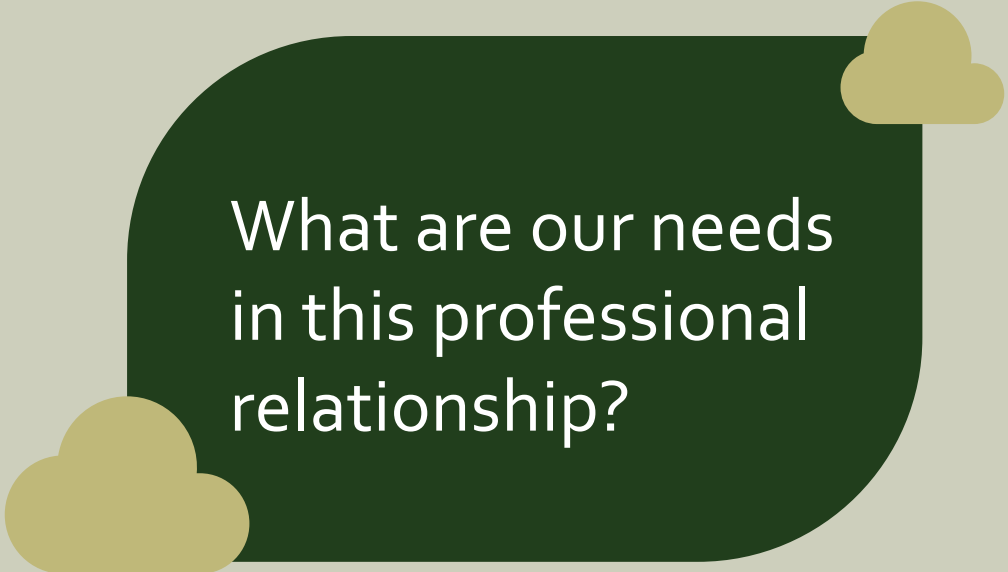


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What are our needs  
in this professional  
relationship?




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*“Our objective in  
life is to make each  
other better”*



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# Five New Communication Methods



1. Clarifying the Conversation e.g.  
*"What I hear you saying"*
2. Conversation Dynamics e.g.  
*Listen without preparing a response and then think (debate in my head) and then respond (6<sup>th</sup> grade debate and volleyball)*
3. Conversation Delivery e.g.  
*Shot put vs. Frisbee*
4. Continuing the Conversation e.g.  
*when you feel the conflict, address early in the relationship*
5. Relationship Building e.g.  
*No Zing Zones*



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*“It’s simple but transformative:  
Clear is kind. Unclear is unkind.”*

— Brene Brown

Adapted from *Dare to Lead*



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# Conflict Resolution



## The Adobe Method

- Awareness
- Discovery
- Opportunities for compassion
- Boundaries
- Extend the system



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# Conflict Resolution



## The Adobe Method

- A**wareness
- D**iscovery
- O**pportunities for compassion
- B**oundaries
- E**xtend the system



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# Awareness

ADOBE



## Acknowledgement



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# Awareness

ADOBE



Once you are aware of the potential issue or conflict?

1. Avoidance
2. Competition
3. Adaptation
4. Cooperation



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# Awareness

ADOBE



Once you are aware of the potential issue or conflict?

1. Avoidance
2. Competition
3. Adaptation
4. **Cooperation**



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# Discovery

ADOBE



Interests (animal) versus Positions

Yes...but to

Yes...and



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# Discovery

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Just Say No...to "Yes, but..."



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# Opportunities for Compassion

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Everyone listens for opportunities to express empathy



Everyone verbalizes or demonstrates empathic responses



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# Boundaries / Barriers

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# Extended Systems

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Who Needs Help?

What Kind of Help?

Is It Me or Who Can Help?



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# Sharpening Our Communication and Relationship Abilities



- Practice makes perfect – Dr. John Pipkin
- Different tools for different jobs
- Experience and self-assessment (video rewind)
- Different personalities use different methods



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## Takeaways

- Rapport is important in building relationships
- Your needs are important
- Practice the new communication methods
- Conflict Resolution is a skill that you can/must master



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