Skills Training for Handling Grievances: An Approach to Finding Solutions

Presented by Commissioner Taurean J. Johnson
AGENDA

I. Conflict Principles
II. Perception
III. Active Listening
Conflict Principles
The Conflict Iceberg

- What we see
  - Issue

- Below the surface
  - Emotions
  - Personalities
  - Interests
  - History/Baggage
  - Hidden Agendas

Source: Cloke, K. & Goldsmith, J.; Resolving Conflicts at Work
Perception is Reality

What you Perceive is what you believe and what you believe usually dictates how you behave!
Patterns & Perceptions

• Patterns
  – Based on what we have experienced
  – Lead to our . . .

• Perceptions
  – Our thought process
  – How we see the world
  – Influence what we hear & how we respond
Perception Principles

• Perceptions are not “right” or “wrong”; they just are

• My perceptions make perfect sense to me

• You don’t have to agree with my perceptions, just respect them

• Showing respect for my perceptions is showing respect for me; that makes it easier for me to listen and work with you

• We can change our perceptions; we can actually learn from each other
ACTIVE LISTENING
Listening Facts

• People speak about **125-175** words per minute.
• People can hear up to **450** words per minute.
• The brain can process words at about **1000-1400** words per minute.
• After 48 hours people remember about **25%** of a ten minute talk.
• When listening, people ignore, misunderstand, or forget **75%** of the conversation.

Source: Carver, Johnson & Friedman, 1970
How Active Listening Improves Communication

• Makes sender feel important
• Helps receiver understand
• Gives sender chance to release feelings
• Shows mutual respect
• Gives receiver responsibility of defining and solving the problem
Poor Listening Habits

- Criticizing a message
- Displaying boredom
- Appearing attentive, but thinking about something else
- Conflict between apparent listening and body language
Improving Listening Power

• Don’t assume anything...ask questions
• Don’t interrupt...let the person speak
• Don’t anticipate...have an open mind
• Don’t react too quickly...contemplate the issue
• Be patient
Active Listening Demonstration
“Most people don’t listen with the intent to understand, they listen with the intent to reply.”

- Stephen Covey
“Change your thoughts, and you can change your world.”
- Norman Vincent Peale
THANK YOU.

tjohnson@fmcs.gov
Contact us:

Taurean J. Johnson
206-553-4556 (TJ)

www.fmcs.gov

@fmcs_usa

/fmcs.usa