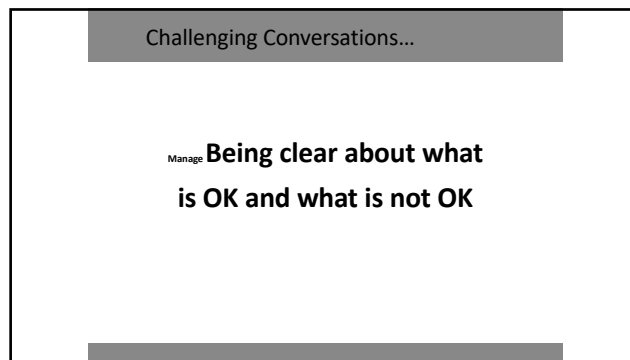
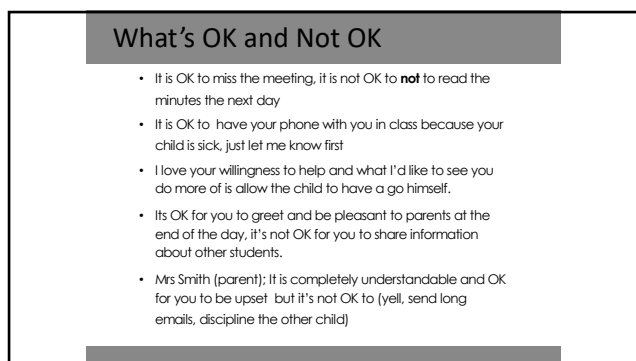




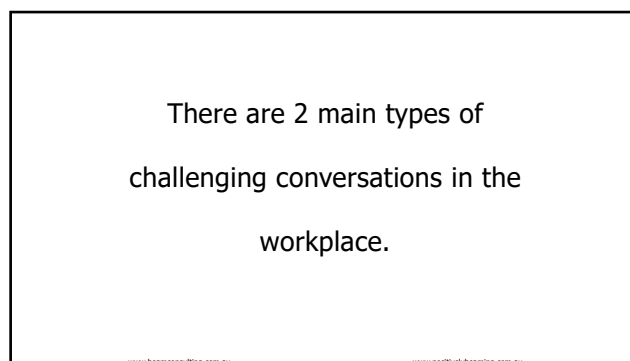
1



2



3



4



5



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## 2. Build or improve a *relationship* through *dialogue*

You are a colleague, peer or an employee.  
The conversation is with another colleague, employee or parent who you need to *improve a relationship with*.

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## Dialogue – Relationship Building

There's not necessarily an "expectation"



Someone's behaviour impacts you

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Both are hard  
but for different reasons



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What are the *reasons*  
we avoid having these  
conversations?

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What are the *topics* we  
avoid having a  
conversation about  
*with colleagues?*

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We are not good at these  
conversations because:

1. We confuse accountability with dialogue
2. We worry about people's reactions
3. We are poorly skilled/trained to do points 1 & 2

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**"Clear is Kind  
Unclear is  
Unkind"**  
- Brené Brown

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## Unkind is

- Talking *about* people rather than *to* them
- Giving beige feedback
- Pretending nothing is wrong
- Being vague with expectations
- Wobbly boundaries
- Addressing the whole group rather than the person with the issue.

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## Consequences of avoiding tough conversations

1. Creates a "nice" culture
2. Diminishes trust and engagement;
3. Increases in problematic behaviour,
  - passive-aggressive behaviour,
  - talking behind people's backs,
  - pervasive backchannel communication,
  - gossip,
  - "dirty yes"
4. Decreasing performance due to a lack of clarity and shared purpose.

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## FAST FEEDBACK

Good feedback is:

- Fast
- Accurate – your observations are best
- Straight-forward and Solution-focussed
- Timely

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## FAST FEEDBACK sounds like

Thanks for ensuring the timetables were updated yesterday. That makes it much easier to start the day well

I really appreciated you giving Jack time and space to calm down before you put pressure on him

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## FAST FEEDBACK sounds like

One of the things I love is when you do XYZ (ie show initiative) thank you so much for doing that in music...I really appreciate it.

I could see that Taylor was really challenging today thanks for staying calm.

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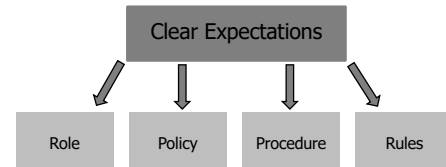
### Write some positive feedback

Think of the 3-4 people you have worked most closely with this week.

Write a piece of positive feedback for each person.  
Bonus points if it links to one of your expectations.

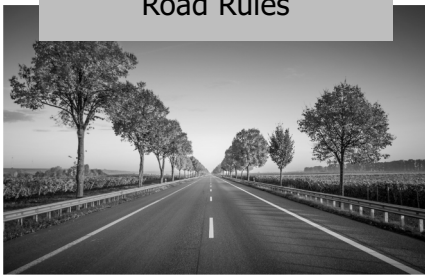
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## Accountability


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### Road Rules


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## Accountability

We are all responsible for making sure  
we follow agreed ways of working  
together

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## But ....

The ultimate responsibility lives  
with the line manager.

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So .... If you are the line  
manager AND an expectation  
has been broken/breached.

Have the conversation!

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## Feedback Bridge

Positive comment...  
I appreciate your enthusiasm and need to help...

And... it would be even better...  
...is if you could give Jack more time to do it himself



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Because...  
...that way we can encourage his independence and reduce his reliance on adults.

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## PROTOCOL FOR ADDRESSING BELOW THE LINE BEHAVIOUR

- Organise a 1-1 meeting time within 2 days of the incident.
- Use the "I Statement" Process.
- Listen intently, be really present and try to see the other point of view
- Stay focused on win/win.
- Anyone can say **'Stop, we need to reconvene the meeting'** at any time. You must reconvene within 2 days.
- If needed, defer part way through and seek third party support from teacher or line manager.

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## TIPS FOR GIVING FEEDBACK

- Clarify the goal (what is the one thing?)
- Collate accurate data
- Plan and prepare
- Provide 'fast' feedback
- Be silent then practice reflective listening
- Take responsibility, focus on the solution and acknowledge progress

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## Dialogue – Relationship Building

There's not necessarily an "expectation"



Someone's behaviour impacts you

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What is dialogue  
and how do we use  
it to build positive  
relationships?

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## Dialogue Two Fundamental Beliefs

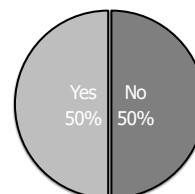
1. You can't change other people. You can only change yourself.
2. People are doing the best that they can

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## Are people doing the best they can?



Attribution Bias

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## At Your Best

What thoughts, actions, mindsets  
and behaviours do you have when  
you are 'doing your best'?

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Positive Collaborative Look for solutions  
Polite Help others Seek the other's advice  
Empathetic Do extra

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## NOT At Your Best

What thoughts, actions, mindsets  
and behaviours do you have when  
you are 'not at your best'?

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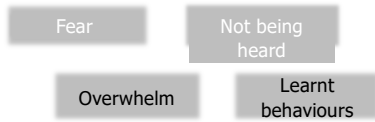
Avoid Denial Retribution Sarcasm  
Shame storm Anger Blame  
Gossip Passive aggressive

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## What stops you from being your best?



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## In any conversation, you have a choice



*Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.*

- Victor Frankl

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React

Respond

↓  
Victim  
Rescuer  
Persecutor/Teacher

↓  
Adult

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## I STATEMENT

Hi Wendy, do you have a moment?

Yesterday when you said/did

(below the line behaviour)

I felt

(How did it make you feel or what did it make you feel like doing)

Can we work something out so that when X happens  
again ...we  
(aim for win win)

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## Understanding the Drama Triangle

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<https://www.positivelybeaming.com.au/drama-triangle-videos>

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## Activity - Jigsaw

Each member of the group will become an expert on ONE aspect of the Drama Triangle



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- Watch the video
- Take notes
- Prepare to bring your expertise back to your group

The Drama Triangle			
	Rescuer	Victim	Persecutor
What might we notice?			
Benefits to the person			
Costs to the person			

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## Learn from your team to fill in the blanks

The Drama Triangle			
	Rescuer	Victim	Persecutor
What might we notice?			
Benefits to the person			
Costs to the person			

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## How to stay in dialogue (adult) and out of the Drama Triangle

1. Notice
  - body language
  - thoughts
  - feelings
  - go-to behaviours
2. Get comfortable with the uncomfortable
3. Breathe
4. Empathy
5. Ask for what you need

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- I can see you're in a hurry and need a moment to process
- Can you please explain that to me again?
- Can you please help me understand how I can make this better?
- I can see you are upset. What I need is for you to stop yelling.

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- I understand you have a lot on your plate at home but I need you to finish those reports.
- I can see that you are anxious and I want to help you so I am going to find            who is best placed to help.

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### In response to Complainers and Grizzlers

- That sounds really tough – what's your next action? (works with victims)
- That sounds awful – is there something specific you need me to do? (avoid being rescuer)

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### For Rescuers (and that's all of us)

- Tame your advice monster
- Stay curious for one moment longer
  - Tell me more?
  - And what else?
  - If it was fixed, what would be happening?

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### In response to Persecutors

- That's not how I see it
- That's not my experience
- I appreciate your advice, I'll be sure to keep that in mind.

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