

PDC Themes – Convocation 2015

Synopsis of Healthy Workplace Communication Session, Convocation 2015

Themes by question/prompt:

Q 1: What does nurturing and support look like in everyday work interactions:

THEMES:

- Respect
- Trust
- Gratitude
- Empathy
- Listening
- Understanding
- Personal Connections (names, greetings, FTF communication)

Q 2: How can we interact in more positive and productive ways:

THEMES:

- Open mindedness
- Suspend judgment
- Listen
- Find common ground
- Focus on shared interests
- Respect other's opinions
- Seek clarification
- Assume goodwill in others
- Disagree in person not via email
- Focus on problem, not people

Q 3: If we were to design a model of this kind of communication, what would some of the components be?

THEMES:

- Constructive conflict resolution
- IBB
- Respect
- Avoid blame
- Consider audience
- Accountability (high standards for those in authority)
- Follow-up on decisions
- Communicate process
- Respect process
- Inclusiveness

Overarching Themes Throughout:

1. Healthy Mindsets

- Open mindedness
- Diversity and Inclusiveness
- Empathy
- Gratitude
- Optimism
- Trust
- Emotional Self-regulation and awareness

2. Healthy Communication

- Respect for self and others
- Assertive communication
- Listening
- Personal connections (politeness, using people's names, greetings)
- Appropriate and effective interactions

3. Healthy Processes

- Constructive Conflict Resolution
- Team building/Teamwork
- Effective Processes/Operations
- Accountability