Improving Interactions
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I know that you believe that you understood what you think I said, but I am not sure you realize that what you heard is not what I meant.

Don’s Mom
(and Robert J. McCloskey)
Why Bother?

• What benefits do we get from communicating?
• What hazards exist when we communicate?
Our Time Together

Agenda:

• The Satir Interaction Model
• Congruent Communication
• Discussion / Wrap up
The Satir Interaction Model

Intake → Meaning → Significance → Response → Unseen
Communication
Intake / Meaning

- How many is several?
- What is a few?
- How often is frequently?
# Intake / Meaning

<table>
<thead>
<tr>
<th>Word</th>
<th>My Concept</th>
<th>Our Concept</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Several</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Few</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequently</td>
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</tbody>
</table>
In Your Experience

Think of a recent conversation at work that surprised you.

- What did you use for intake?
- What meaning did you make? What other meanings could exist?
- How did this make you feel? What feelings did you have about that?
- How did you respond?
Interaction Tips & Tricks

Aiding Proper Intake
• I’m not really sure I heard to correctly. Would you please repeat what you said?
• I’m not sure I heard everything you said. Would you please repeat?

Ways to Check Meaning
• If I heard you correctly, the meaning I make is ___________. Is that the meaning you intended?
• Do you mean _________?
The biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw
Our Time Together

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Always Balancing
Wobble Stances

- **Placating**
  - Self
  - Context
  - Other

- **Blaming**
  - Self
  - Context
  - Other

- **Super-Reasonable**
  - Self
  - Context
  - Other

- **Irrelevant**
  - Self
  - Context
  - Other
To respond congruently is a choice. It is not another rule or a way to control the situation. Choice at a conscious level is based on awareness, acknowledgement, and acceptance of self, other and context. - Satir Model pg. 73

Congruent action is acting appropriately to difficult interpersonal situations, even though you maybe confused, or angry, or so afraid you want to run away and hide. - Jerry Weinberg
It’s Congruence Talking

• He is difficult to manage.
• She is always late.
• She doesn’t get it.
• It must be done by Monday.
In Your Experience

Using the conversation from the Interaction activity ...

• Which (if any) of the Wobble Stances appeared?
• Did the conversation include self/other/context?
• If not, how could you have included the missing component?
Congruence Tips & Tricks

• Look for what’s missing in the conversation
  • Self
  • Context
  • Other

• Us/Here/Now not Them/There/Then
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Discussion & Wrap Up

• What were the key ideas in the workshop?
• Where were you surprised?
• What does this bring up for you?
• What will you do differently when you get back to your office?
Resources

Workshops (with Esther Derby)

- Coaching Beyond the Team
- Problem Solving Leadership

Articles (by me)

- Why Not Ask Why?
- Communication Disconnects

Books (by Jerry Weinberg)

- How To Observe Software Systems
- Responding to Significant Software Events
- Managing Yourself & Others