Interpersonal Communication

• The 3-in-1 Conversation (Stone, Patton, Heen, 1999)
  1. The “WHAT HAPPENED” Conversation – content, who said/did what
  2. The FEELINGS Conversation – are my/their feelings valid/ok?
  3. The IDENTITY Conversation – what does it mean to me? Am I good or bad?

Nonverbal Communication

• 4 Personal Space Zones (E. T. Hall in Hickson & Stacks, 1993)
  1. INTIMATE Space – 0” – 18”
  2. PERSONAL Space – 18” – 4’
  3. SOCIAL Space – 4’ – 10’
  4. PUBLIC Space – 10’ +

Power

• 5 Power Bases (Frence & Raven in Hackman & Johnson, 1991)
  1. REWARD Power –
  2. COERCIVE Power –
  3. LEGITIMATE Power –
  4. EXPERT Power –
  5. REFERENT Power –

Conflict Management

• “Conflict is an EXPRESSED STRUGGLE between at least two (2) INTERDEPENDENT parties who perceive INCOMPATIBLE GOALS, SCARCE RESOURCES, and INTERFERENCE from others in achieving their goals. (Wilmot & Hocker, 2001)

• Conflict is INEVITABLE!
• 4 Goals in Conflict

CONTENT

RELATIONSHIP

IDENTITY

PROCESS

• 5 Conflict Styles

1. AVOIDANCE

2. ACCOMMODATION

3. COMPROMISE

4. COMPETITION

5. COLLABORATION

Leadership

• 5 Fundamental Practices of Exemplary Leadership (Kouzes & Posner, 1995)

1. Challenge the PROCESS – Make things happen; challenge yourself

2. Inspire a shared VISION – Plan for the future; set goals

3. ENABLE others to act – Leadership is a team effort

4. Model the WAY – Walk the talk and gain respect

5. Encourage the HEART – Be an encourager to others

References:

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